

MEMORANDUM

DATE: January 8, 2021
TO: SCAC Members
FROM: Office on Aging/Veterans Service Office
SUBJECT: Activity Report – November/December 2020

DYLAN WRIGHT
 DIRECTOR
 OC COMMUNITY RESOURCES

CYMANTHA ATKINSON
 DEPUTY DIRECTOR
 OC COMMUNITY RESOURCES

MIKE KAVIANI
 DIRECTOR
 OC ANIMAL CARE

CYMANTHA ATKINSON
 INTERIM DIRECTOR
 HOUSING & COMMUNITY
 DEVELOPMENT &
 HOMELESS PREVENTION

RENEE RAMIREZ
 DIRECTOR
 OC COMMUNITY SERVICES

STACY BLACKWOOD
 DIRECTOR
 OC PARKS

SHERRY TOTH
 ACTING COUNTY LIBRARIAN
 OC PUBLIC LIBRARIES

1. Announcements and Updates:
2. Information & Assistance: Call Center Statistics:

Month	Total calls	Total Caregiver Calls (% of Inbound I&A calls)	Top Referred Services
November 2020	1,337	367 (33.49%)	Home Delivered Meals, Medical Transportation, Legal Counseling, Senior Ride Programs, In Home Supportive Services.

Speakers Bureau Statistics:

*Presentations coordinated by the Office on Aging and conducted by Office on Aging staff or community professionals. **Due to COVID 19, no presentations have been held***

- 0 = Presentations
- 0 = Attendees

Office on Aging Website Statistics (November):

- 3,032 = Unique visitors
- 8,337 = Hits



Most Popular Pages (other than homepage):

1. Services
2. Resources
3. Opportunities/Volunteer-Opportunities
4. Services/Contracted Providers
5. Resources/Downloads

Month	Total calls	Total Caregiver Calls (% of Inbound I&A calls)	Top Referred Services
December 2020	1,458	360 (29.24%)	Home Delivered Meals, Legal Services, Legal Counseling, Senior Ride Programs, Medical Transportation.

Office on Aging Website Statistics (December):

- 2,875 = Unique visitors
- 8,298 = Hits

Most Popular Pages (other than homepage):

1. Services
2. Resources
3. Resources/Downloads
4. Services/Contracted Providers
5. Contact Us

3. Health Education

We started our first virtual Healthier Living with Chronic Conditions (HLwCC). HLwCC began in December with five (5) registered. The Class will end on Wednesday, January 13, 2021. In February, the Health Educator will attend a Virtual Training to offer for the Matter of Balance (AMOB) virtual workshops. Virtual AMOB workshops will soon follow in late February or early March 2021.

4. Outreach

(November/December) 2020

Outreach	Contacts
0	0

Upcoming Outreach Events (current & next month)

No events are currently scheduled

5. Intern/Volunteers

Due to the COVID-19 pandemic and staff working remotely, we are not using interns. Volunteers are not being utilized due to the health education classes they volunteer to support are currently cancelled.

6. Senior Non-Emergency Medical Transportation (Combined-TSR/M2):

OCTOBER 2020 STATS - AVERAGE
(Combined-TSR/M2)

	Area 1	Area 2	Area 3
Trips Provided	2,079	1,850	3,149
Average Cost per Trip	\$51.91	\$43.91	\$45.55
Average Trip Length	6.12	9.20	5.39
Average Cost per Mile	\$8.48	\$4.77	\$8.45

<u>Service Area 1:</u>	<u>District 2: La Palma. District 3: Anaheim Hills, Brea, El Modena, Olinda, Olive, Orange, Orange Hills, Orange Park Acres, Villa Park and Yorba Linda. District 4: Anaheim, Buena Park, Fullerton, La Habra, and Placentia.</u>
<u>Service Area 2:</u>	<u>District 2: Newport Beach. District 3: Irvine, Modjeska Canyon, Santiago Canyon, Silverado Canyon, and Trabuco Canyon (Portion). District 5: Aliso Viejo, Coto de Caza, Dana Point, Dove Canyon, Ladera Ranch, Laguna Beach, Laguna Hills, Laguna Niguel, Laguna Woods, Lake Forest, Los Flores, Mission Viejo, Rancho Santa Margarita, San Clemente, San Juan Capistrano, and Trabuco Canyon (Portion).</u>
<u>Service Area 3:</u>	<u>District 1: Garden Grove (Portion), Midway City, Santa Ana, Westminster. District 2: Costa Mesa, Cypress, Fountain Valley, Garden Grove (Portion), Huntington Beach, Los Alamitos, Rossmoor, Santa Ana Heights, Seal Beach, Stanton, Sunset Beach, Surfside. District 3: Cowan Heights, Lemon Heights, North Tustin and Tustin.</u>