THE STATE OF RIVERSIDE COUNTY NEED 2017
Thank You, Event Sponsors

Thank You, Community Partners
Letter from the CEO

As I began to compose this letter, I realized how quickly my first year has passed as Chief Executive Office of Community Connect. It has been a year with many rewarding moments, as well as some challenges. It has been my privilege to serve alongside of our Board, staff and partners every day. I’ve seen the positive effect our Organization and mission have on individuals throughout Riverside County.

In March 2016, after meeting with our Board, Staff and listening to our partners, Community Connect began an organizational transformation to strengthen our mission delivery. We implemented organizational values, consolidated back-office functions such as Human Resources, Accounting, Marketing and streamlined our operations.

Even as these changes were taking place more than 60,000 people were served through our 2-1-1 Information and Referral/HelpLine Crisis Call Center and more than 40,000 via our searchable online database. Our Long-Term Care Ombudsman made 3,747 Residential and Skilled Nursing Facilities visits, maintaining a presence, observing conditions and advocating for the rights of seniors. We partnered with organizations and agencies across Riverside County to distribute more than 74,000 bus tickets for veterans, seniors, and individuals that needed access to appointments and job interviews.

Every hour of everyday, people dial 2-1-1 for assistance navigating the complex system of community, health and social services. We aim to simplify access to comprehensive, seamless services for our citizens, partners and service providers.

As we move forward, the goal of building a sustainable organization will be at the heart of all we do. The past 12 months of work have culminated in the development of clearly aligned programs with our mission, and vision designed to meet the expectations of our clients, partners and stakeholders.

Community Connect celebrated 50 years of serving Riverside County this past year. In 2017, we’ll launch our 2-1-1 chat/text feature. Our Partners Initiative will give trusted partners and organizations the opportunity to assist in building a more collaborative and comprehensive database. We are uncovering new ways to serve the public through technology and partner relationships.

I hope all of our partners, stakeholders and supporters continue on this amazing journey with us to ensure everyone thrives in Riverside County. What the future could look like with your continued support, the possibilities are endless.

Sincerely,

Marie Davis, CEO
State of Riverside County Need
March 15, 2017

Veterans and Advocacy
10-10:45 am
Grant Gautsche
Director
Riverside Department of Veterans’ Services

Carla Thornton
California Department of Veterans Affairs Board

Stephen Peck
President & CEO
U.S.VETS

Seniors and Advocacy
11-11:45 am
Jan Jones
President & CEO
Elizabeth Hospice

Michael Knight
Senior Programs
Riverside County Office on Aging

Rafi Nazarians
Assoc. State Director
AARP

Tony Ortego
Behavioral Health
Riverside University Health System

Joseph Weisbord
Director, Credit & Housing
Fannie Mae

Housing and Homelessness
12-1:00 pm
Heidi Marshall
Assistant Director
Riverside County EDA

Rose Mayes
CEO
Fair Housing Council of Riverside County

Tony Mize
Vice President, Acquisitions
National Community Renaissance

Damien O’Farrell
CEO
Path of Life Ministries

Joseph Weisbord
Director, Credit & Housing
Fannie Mae
Meet Our Panelists & Moderators

**Grant Gautsche, Director**
**Riverside Department of Veterans’ Services**

Grant Gautsche served in the United States Navy, Submarine Service. He is medically retired from the Navy. He attended Riverside City College and transferred to California State University San Bernardino, completing his Bachelor of Science Degree in Business Administration. Grant began working for the Department of Veterans’ Services on 9/11/1997, and served as Veterans Representative, then Senior Veterans Representative, and Assistant Director. On March 11, 2014, Grant was appointed as the Director of Veterans’ Services by the Riverside County Board of Supervisors. Grant holds multiple accreditations with the VA, California Department of Veterans Affairs, the National Association of County Veterans Service Officers, Disabled American Veterans, the Military Order of Purple Heart, the American Legion and the Veterans of Foreign Wars.

**Jan Jones, President & CEO**
**Elizabeth Hospice**

Jan Jones took the helm of The Elizabeth Hospice as President and CEO on July 1, 2012. With over three decades of experience in the healthcare industry, Jan, a registered nurse, brings a strong background in management and the significant growth of successful community-based hospice programs and services. Jan is a respected and recognized leader in the hospice and palliative care movement nationally. She currently serves as Chair of the National Hospice and Palliative Care Organization (NHPCO) Board of Directors and also serves on the Board for the National Hospice Foundation.

**Michael Knight, Senior Programs**
**Riverside County Office on Aging**

Mike started his public service managing large complex programs and departments in 2001. Mike has served in an executive leadership capacity in both San Bernardino County and Clark County, NV. Mike brings four years of direct service experience in Aging programs as well, serving as a case manager for In-Home Supportive Services, acting as a team lead for the implementation of Senior Healthy Aging Fairs, implementing Senior Nutrition programs, monitoring senior center Community Development Block Grants, and implementing the NACo award-winning “Wii Can” program that put Wii gaming systems into all senior centers in San Bernardino County.

**Heidi Marshall, Assistant Director**
**Riverside County EDA**

Heidi Marshall works for the County of Riverside as Assistant Director for the Economic Development Agency. She serves as the Executive Director of the Housing Authority of the County of Riverside as well as the Workforce Development Board. In addition to these roles, Ms. Marshall is responsible for the overall leadership and management of Communications and Marketing, Office of Film and Television, Office of Foreign Trade, and Energy Divisions. Ms. Marshall is a seasoned public administrator who has over twenty years of experience in nonprofit and public sector management.

**Rose Mayes, CEO**
**Fair Housing Council of Riverside County**

Rose Mayes is a community activist who has over 30 years of experience in Business Management, Civil Rights, and Fair Housing. She is involved in the community as a professional and community volunteer. Her work extends from grassroots community-based organizations, to public administrators, to local State and Federal elected officials. Furthermore, Rose serves as Executive Director of the Fair Housing Council of Riverside County, Inc., a position she has held since 1993. She is committed to promoting fair housing opportunities for all regardless of race, national origin, religion, sex, familial status or disability.

**Tony Mize, Vice President, Acquisitions**
**National Community Renaissance**

Tony Mize is Vice President, Acquisitions for National CORE. His career in the real estate industry has focused on the development of affordable multi-family and single-family workforce and senior housing. Tony was an integral part of the company’s early years, serving as Director of Business Development, Acquisitions & Structured Transactions from 1993-1999. Prior to rejoining National CORE, Tony has launched and run his own firms developing, constructing and operating multiple affordable communities. Tony currently serves as a board member and treasurer of the Fair Housing Council of Riverside County, and has long involvement promoting economic development and job creation.

**Rafi Nazarians, Associate State Director**
**AARP**

Rafi Nazarians joined the AARP CA team in September 2016 as Associate State Director - Community in Los Angeles (Pasadena) office. Rafi worked for United States Senator Barbara Boxer for many years in various capacities, most recently as Senior Field Representative. Rafi was responsible for Los Angeles, Ventura, and Santa Barbara counties, serving as the Senator’s representative to local governments, elected officials, businesses, non-profit organizations, and constituents. He advised the Senator and her staff in Washington, D.C., and collaborated with communities on federal legislative needs and priorities. Rafi also served Senator Boxer as statewide liaison for areas of health, public works, and LGBT issues.

**Damien O’Farrell, CEO**
**Path of Life Ministries**

Damien O’Farrell is a community organizer and social entrepreneur living in Riverside as a person of faith seeking to foster a just and sustainable community by supporting, advising, and developing initiatives of personal formation and
community collaboration and integration — especially those addressing barriers of dysfunction with a concern for the poor and marginalized. Subsequent to serving 7 years on the Pastoral Staff of a local Church congregation, Damien O’Farrell is now the CEO of Path of Life Ministries, the largest homeless shelter and housing provider in Western Riverside County.

**Tony Ortego, Behavioral Health**
*Riverside University Health System*

Tony Ortego is a Behavioral Health Administrator with Riverside University Health System. He currently oversees a county-wide Older Adult Behavioral Health program, which includes five Wellness and Recovery clinics and three satellite clinics throughout Riverside County. The programs he oversees are responsible for providing psychiatric treatment and related integrated care services to older adults ages sixty and above.

**Stephen Peck, President & CEO**
*U.S.VETS*

Steve Peck is a leader in the national movement to eliminate homelessness among American veterans. He served as a lieutenant in the 1st Marine Division in the Vietnam War, near Da Nang, from 1969 to 1970. When Mr. Peck returned from active duty, he pursued a career in filmmaking — but his experience in the service tugged at him. Twenty years later, while working on a documentary about a group of homeless veterans living on the beach in Venice, California, he met a paraplegic Vietnam veteran who was suffering from severe PTSD and living in his car. “His wheelchair was parked outside the car door and his Silver Star [awarded to him by President Lyndon Johnson] was in the glove compartment,” Mr. Peck recalls. “I became a social worker to save guys like him.” He was named President and CEO of U.S.Vets in 2010.

**Carla Thornton**
*California Department of Veterans Affairs Board*

Carla currently serves as the Veterans Coordinator/Counselor at Crafton Hills College in Yucaipa. Carla currently serves as a First Sergeant (E-7) in the United States Air Force Reserves at March Air Reserve Base and was on active duty from 1997 to 2009. During her military service, she was a sexual assault victim advocate and deployed twice in support of Operation Enduring Freedom. In 2016, she was appointed by Governor Brown to serve on the California Department of Veterans Affairs Board.

**Joseph Weisbord, Director, Credit & Housing**
*Fannie Mae*

Joseph is responsible for developing corporate-wide, strategic business initiatives to increase access to mortgage credit and affordable housing. He works with senior management, customers, regulators and a wide range of industry stakeholders to understand emerging market needs and develop responses aligned with the Company’s historic mission, regulatory mandates and business objectives. Previously, he led efforts to prevent foreclosures and reduce credit losses through partnerships with lenders, housing and credit counseling organizations, and government in distressed markets.

**Satara Armstrong, PhD, MSW,**
Professor & MSW Program Director
*California Baptist University*

Dr. Armstrong is a passionate social worker and educator who is dedicated to bridging the gap between academia and the greater community through innovative programs, curriculum design and research and service initiatives. For the last ten years, she has worked to infuse gerontology into social work curriculums and connect elders and students through community art and history projects aimed at combating ageism. Armstrong received a Departmental Scholarship in Theology as an undergraduate, an Impact Initiative Award as a graduate student and a Ford Human Services Award as a doctoral student. Her research agenda includes health disparities in organ donation and transplant for Native Americans, and positive aging. Armstrong’s social work practice experience is in public health and asset development for the working poor.

**Charles Lee-Johnson, D.Min, MSW**
Assistant Professor & MSW Field Director
*California Baptist University*

Rev. Dr. Charles Lee-Johnson is an Assistant Professor at California Baptist University and Director of the Master of Social Work Field Education program. Rev. Dr. Lee-Johnson also serves as the Senior Pastor of Corona Community Church, and is the Chief Executive Officer (CEO) of National Family Life and Education Center, a social service agency that provides a nationally recognized “Rites of Passage” program for at-risk kids and families. Dr. Lee-Johnson has received numerous commendations from the following: State of California, County of Los Angeles, City of Los Angeles, Los Angeles Unified School District, Compton Unified School District, King Drew Medical Hospital, UCLA Dept of Social Welfare and Public Policy, Ohio Abstinence Campaign, California State Legislature, Alaska’s SouthCentral Foundation, National Fatherhood Initiative, Indiana Black Expo, National Association of Social Workers, Department of Children and Family Services, and most recently, Mr. Lee-Johnson was inducted into the Library of Congress’ “Who’s Who.” Dr. Lee-Johnson has worked collaboratively with the White House (Office of the First Lady) for the Helping America’s Youth Conference series.

**Jan Stanfield, MSW, LCSW, LMFT**
Assistant Professor of Social Work and Co-Director, MSCP Program, *California Baptist University*

Jan Stanfield is a Licensed Marriage and Family Therapist and a Licensed Clinical Social Worker. She has worked in the private sector for decades offering mental health services to a variety of individuals, couples and families. She has taught in graduate school for 8 years. She is excited to be a part of the new Master’s in Social Work program at California Baptist University. Recently, she has become a therapist for the Soldiers Project due to her support for returning armed forces from Afghanistan and Iraq. The philosophy of the Soldiers Project is “to bring soldiers all the way home.”
## Calls by City Population

<table>
<thead>
<tr>
<th>City</th>
<th>Percentage</th>
<th>Population</th>
</tr>
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<tbody>
<tr>
<td>Hemet</td>
<td>8.1%</td>
<td>(80,070 pop.)</td>
</tr>
<tr>
<td>Riverside</td>
<td>5.4%</td>
<td>(324,696 pop.)</td>
</tr>
<tr>
<td>Desert Hot Springs</td>
<td>4.6%</td>
<td>(29,048 pop.)</td>
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<tr>
<td>Perris</td>
<td>4.5%</td>
<td>(73,722 pop.)</td>
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<td>Banning</td>
<td>4.5%</td>
<td>(30,834 pop.)</td>
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<tr>
<td>Moreno Valley</td>
<td>4.0%</td>
<td>(205,383 pop.)</td>
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<td>Lake Elsinore</td>
<td>3.8%</td>
<td>(61,006 pop.)</td>
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<tr>
<td>San Jacinto</td>
<td>3.3%</td>
<td>(47,656 pop.)</td>
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<tr>
<td>Palm Springs</td>
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<td>(46,654 pop.)</td>
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<td>Temecula</td>
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<tr>
<td>Corona</td>
<td>2.2%</td>
<td>(164,659 pop.)</td>
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<tr>
<td>Menifee</td>
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<td>(89,004 pop.)</td>
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<td>Beaumont</td>
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<td>(45,118 pop.)</td>
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<tr>
<td>Calimesa</td>
<td>2.1%</td>
<td>(8,289 pop.)</td>
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<tr>
<td>Murrieta</td>
<td>2.0%</td>
<td>(113,795 pop.)</td>
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<tr>
<td>Palm Desert</td>
<td>2.0%</td>
<td>(49,335 pop.)</td>
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<td>Blythe</td>
<td>1.9%</td>
<td>(19,813 pop.)</td>
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<td>Wildomar</td>
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<td>(35,168 pop.)</td>
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<td>Cathedral City</td>
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<td>Rancho Mirage</td>
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<td>(18,070 pop.)</td>
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<td>Jurupa Valley</td>
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<td>Coachella</td>
<td>0.8%</td>
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<td>(39,977 pop.)</td>
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<td>Indian Wells</td>
<td>0.6%</td>
<td>(5,412 pop.)</td>
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<tr>
<td>Canyon Lake</td>
<td>0.6%</td>
<td>(10,681 pop.)</td>
</tr>
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</table>

Source: Department of Finance Demographic Research Unit, May 1, 2016.
Total Call Volume

- First Time Caller: 38%
- Return Caller: 54%
- Decline to State: 8%

Top 10 Most Referred Agencies

1. Riverside County Department of Public Social Services: 10.40%
2. Community Action Partnership of Riverside County: 7.96%
3. Catholic Charities: 6.43%
4. Path of Life Ministries: 5.49%
5. Riverside County Housing Authority: 4.35%
6. Riverside University Health System - Behavioral Health: 4.16%
7. Salvation Army, Sierra del Mar Division: 3.91%
8. National Community Renaissance: 3.26%
9. City of Riverside: 3.04%
10. Riverside Housing Development Corporation: 3.01%

Call Satisfaction

- Excellent: 89.8%
- Good: 6.6%
- Fair: 3.0%
- Poor: 0.6%

Was the referral information accurate?

- Yes: 97.0%
- No: 2.1%
- Referral Inaccurate: 0.6%
- Waiting List: 0.3%
Community Connect Services

2-1-1 Services

2-1-1 is a toll free, confidential service providing Riverside County residents access and referrals to community and health information 24 hours a day, 7-days a week. Are you or someone you know in need of...

- Food and shelter information
- Suicide Prevention hotline
- Health care and mental health services
- Job training and unemployment services
- Education and the arts
- Rent and mortgage assistance
- Financial assistance
- Children’s services including day care
- Senior services including social security
- Help with healthcare options
- Ways to volunteer

Our trained specialists can direct you to the services you need fast. During disasters and disaster recovery, 2-1-1 serves as a critical connection for non-emergency phone assistance for referrals to shelters, food, medical, and recovery information.

During a disaster and after, in a recovery period, 2-1-1 plays a critical role in diverting non-emergency phone calls to 9-1-1 by providing callers to evacuation, food, shelter, medical and recovery information. Know the numbers and get the help you need fast.

Alternative Sentencing Program

Community Connect features several life-altering programs that help both youth and adults by providing opportunities to give back to the community and self-redirection.

A.W.A.R.E. is an early redirection education program for both the youth and their parents. Educating on the consequences in making negative choices that lead to decisions to violate the law and the effects on the family, community and themselves. Young offenders that benefit from this program have, for example, exhibited issues involving theft, graffiti and fighting.

T.E.M.P.O. is a drug and alcohol early intervention program that exposes youth to the legal, financial and emotional consequences of substance abuse. Young offenders that benefit from this program have, for example, been involved in illegal drug possession, 1st time DUI and/or under the influence of narcotics.

Community Service allows for opportunities for adult applicants to pay back the community for offenses in lieu of incarceration. Allowing for employment stability and continued family interaction. Tax-payer dollars are saved by eliminating confinement expenses.

Youth Connect is an intervention program gearing at-risk youth to more promising futures. It educates participants with job skills and includes mentors and development courses to gear participants for a more successful life.

Transportation Access Program

TAP assists agencies with the transportation needs of their clients by providing free bus tickets to agencies for distribution to clients for urgent or emergency use and information on available transportation. The agencies served include nonprofit organizations, churches, schools and government agencies. Qualifying agencies utilize the bus tickets provided by TAP to help their clients in need of transportation assistance. Many individuals who receive tickets are:

- Students who have no other way to get to school.
- Parents who buy groceries and transport them home.
- Disabled/Patients who need to visit a doctor’s office.
- Veterans who need to get to Veteran facilities.
- Struggling People who may be unemployed who need to get to a job interview.
HELPline Crisis Suicide Intervention

The HELPline of Community Connect offers a confidential 24/7 Suicide/Crisis Intervention hotline service. The hotline number serves as a lifeline to those who may be feeling overwhelmed, in need of emotional assistance and possibly considering suicide.

There is Hope
Suicide is an escape, a cry for help. HELPline counselors are people who care and who will listen and support you when a crisis occurs. We can explore alternatives together to help stabilize your situation. “You are not alone.”

Community Education
HELPline provides community education workshops. Participants learn to recognize signs of suicide ideation, tips to talk to someone considering suicide and what to do if someone you know is thinking about suicide or has a suicide plan. HELPline also offers the following evidence-based training:

- **suicideTALK (90+ min), “Should we talk about suicide?”** Brings suicide awareness to our communities.
- **safeTALK (3 hour),** prepares anyone over the age of 15 to learn suicide alertness skills.
- **ASIST (2-day),** workshop is for caregivers who want to learn suicide intervention skills.

Volunteer
NRC matches highly skilled consultants with nonprofit organizations to provide on-site, intensive, project-specific assistance with management issues and challenges.

Long-Term Care Ombudsman Program

The Long-Term Care Ombudsman Program of Community Connect features a volunteer-based program that is staff supported to regularly visit long-term care facilities in the county of Riverside.

Advocacy by voicing residents’ concerns to a facility’s administration.

Informal Mediation to help parties involved reach agreements and settle conflicts, with the resident’s satisfaction as the main focus.

Education to make residents and caregivers more aware of residents’ rights under State and Federal regulations.

Investigation of complaints made by or on behalf of other long-term residents.

Elder Abuse Investigation Ombudsmen are trained to investigate and report suspected cases of elder and dependent adult abuse in long-term care facilities.

Regular Visits that are unannounced, to skilled nursing facilities and assisted living or board and care facilities.

City-Level Data on Need?

Interested in data and demographics of needs by cities within Riverside County? Please visit our event page at [www.connectriverside.org/2017](http://www.connectriverside.org/2017) to download the entire Riverside County Needs report.