



Aging and Adult Services
Public Guardian

Mission Statements



Mission Statements



State of California Core Mission Statement

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.

Department of Aging and Adult Services - Public Guardian Mission Statement

Providing service to older adults and at-risk individuals to improve or maintain choice, independence, and quality of life. The department works to ensure older adults and individuals with disabilities have the right to age in place, in the least restrictive environment.



Mission Statements



Countywide Vision

We envision a complete county that capitalizes on the diversity of its people, its geography, and its economy to create a broad range of choices for its residents in how they live, work, and play. We envision a vibrant economy with a skilled workforce that attracts employers who seize the opportunities presented by the county's unique advantages and provide the jobs that create countywide prosperity. We envision a sustainable system of high-quality education, community health, public safety, housing, retail, recreation, arts and culture, and infrastructure, in which development complements our natural resources and environment. We envision a model community which is governed in an open and ethical manner, where great ideas are replicated and brought to scale, and all sectors work collaboratively to reach shared goals. From our valleys, across our mountains, and into our deserts, we envision a county that is a destination for visitors and a home for anyone seeking a sense of community and the best life has to offer.



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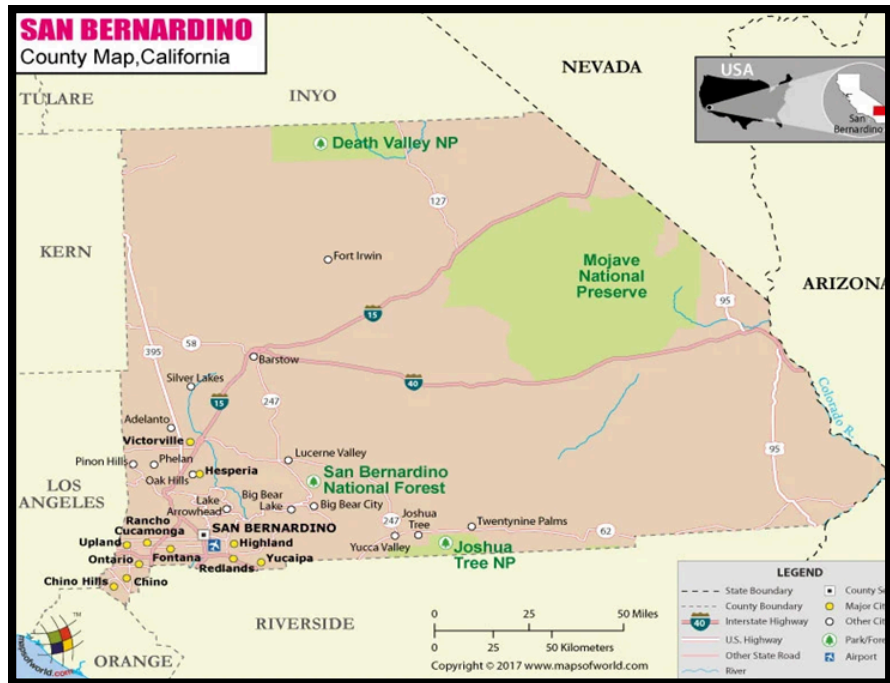
Planning Service Area 20 (PSA 20)



Planning and Service Area 20 (PSA 20)

Purpose

This section will provide a description of the unique, physical characteristics of PSA 20, including a breakdown of demographics found in this area. For the purpose of clarity, San Bernardino County may be referred to as “County,” PSA 20, the Area Agency on Aging (AAA), or Department of Aging and Adult Services – Public Guardian (DAAS – PG).



Source: San Bernardino County Map, Map of San Bernardino County, California (mapsofworld.com)

Geography

San Bernardino County covers 20,105 square miles and is the largest county in the contiguous United States by land mass. The county comprises 12% of California’s land area. To place into perspective, the states of Massachusetts, Delaware, Rhode Island, and New Jersey, combined fit within the boundaries of the county. The AAA is a microcosm of the entire state with urban, suburban, and rural areas. The county stretches on the west border from Pomona in Los Angeles County eastward to the Colorado River, sharing state lines with Arizona and Nevada. Surrounding counties include Inyo County to the north; Kern and Los Angeles counties to the west; and Orange and Riverside counties to the south. Over 90% of the county is Mojave Desert. The majority of this landscape is desert, with a small portion of the Colorado Desert represented at the southeastern end of the county. Almost three-quarters of the county is open and undeveloped, with 80% of the land owned by federal agencies, which is outside of the governing control of the county or local jurisdictions. The remainder of the county consists of the San Bernardino Valley, and a series of transverse mountain ranges that bisect the county in an east-west divide which include the San Gabriel Mountains, San Bernardino Mountains, and the Little San Bernardino Mountains.

Planning and Service Area 20 (PSA 20)

Population

With a population of 2,195,611, San Bernardino County is the fourteenth most populous county in the United States and the fifth most populous in California, according to the United States Census Bureau. There are twenty-four incorporated cities and towns in the county. The majority of the county population resides in cities, with 311,659 persons or approximately 14% of residents in unincorporated areas. The largest cities in the county are listed below. The top four cities are located in the county's valley region, situated in the southwest portion, where 75% of the county's population resides. Fontana, Rancho Cucamonga, and Ontario are contiguous cities to each other, and their combined population would make the area the fifth most populous city in California (behind San Francisco and ahead of Fresno). Victorville is the largest city outside of the valley and is located in the High Desert.

Demographic Characteristics

The demographic information on the right comes from a variety of sources including the United States Census Bureau and the State of California Department of Finance. Detailed information on the Elder Economic Security Index is provided by the University of California, Los Angeles, Center for Health Policy Research.

The next table represents the California Department of Aging (CDA) Population Demographic Projections for San Bernardino County. The latest available data from CDA was prepared in 2024 as part of the Intrastate Funding Formula (IFF).

Year	State Pop. of Adults Age 60+	County Pop. of Adults Age 60+	County Pct. of Adults in State Age 60+
2020	8,822,132	403,844	4.57%
2021	8,620,949	392,687	4.55%
2022	9,259,582	423,290	4.57%
2023	9,146,021	417,606	4.56%
2024	9,198,950	420,344	4.56%
2025	Not applicable at this time		

City	Pop.	Rank	State Rank
San Bernardino	224,274	1	27
Fontana	217,561	2	29
Ontario	184,705	3	36
Rancho Cucamonga	174,312	4	43
Victorville	134,638	5	62

Planning and Service Area 20 (PSA 20)

Demographic Characteristics, Continued

From 2016 to 2019, the 60+ population for the IFF for the county has increased by 15.8%. Based on the projections of the United States Census Bureau, as of July 1, 2023, 12.9% of the population in San Bernardino County consisted of adults 65 and older. This increase in population does not include the growth in the 60 to 64 age group.

Year	Demographic	Population 60+	Non-Minority 60+	Minority 60+	Low Income 60+	Medi-Cal Eligible 60+
2020	Number of Persons	403,844	198,964	204,880	52,450	88,649
	% County Population		49.26%	50.73%	12.98%	21.95%
2021	Number of Persons	392,687	179,727	212,960	53,695	91,210
	% County Population		45.76%	54.23%	13.67%	23.22%
2022	Number of Persons	423,290	130,051	293,239	55,435	100,149
	% County Population		30.72%	69.27%	13.09%	23.65%
2023	Number of Persons	417,606	184,327	233,279	56,055	108,193
	% County Population		44.13%	55.86%	13.42%	25.90%
2024	Number of Persons	420,344	170,004	250,340	60,605	119,171
	% County Population		40.44%	59.55%	14.41%	28.35%

Year	Demographic	Geo. Isolation 60+	SSI/SSP 65+	Population 75+	Lives Alone 60+	Non-English Speaking 60+
2020	Number of Persons	21,182	25,395	107,928	58,260	18,790
	% County Population	5.24%	6.28%	26.72%	14.42%	4.65%
2021	Number of Persons	21,182	25,872	102,262	58,555	18,125
	% County Population	5.39%	6.57%	26.04%	14.91%	4.61%
2022	Number of Persons	21,182	25,800	116,943	59,620	17,535
	% County Population	5.00%	6.09%	27.62%	14.08%	4.14%
2023	Number of Persons	21,182	25,387	115,407	61,215	16,925
	% County Population	5.25%	6.29%	26.73%	14.65%	4.05%
2024	Number of Persons	31,226	25,867	115,374	62,710	17,080
	% County Population	7.43%	6.15%	27.44%	14.91%	4.06%

Planning and Service Area 20 (PSA 20)

Resources and Constraints

The Area Agency on Aging (AAA) operates under the Department of Aging and Adult Services - Public Guardian (DAAS - PG), a division of San Bernardino County Human Services. DAAS - PG plays a key role in gathering information, coordinating services, and consolidating resources across Human Services and throughout the county, supporting and advocating for the older adult population, those living with a disability, and their caregivers.

The size, diverse population, and varied landscapes of the county create logistical challenges in delivering services. Over 75% of residents live in the southwestern valley region, an urban and suburban area with access to a variety of services. The remaining population resides in small, often isolated communities across vast desert and mountain regions. The diversity of the county and those served highlights the need for DAAS – PG to work in close collaboration with other county departments, county vendors, and with community-based organizations in order to strengthen efforts and to provide the best supports possible to constituents.

For example, during emergency response events, DAAS – PG programs which includes, but is not limited to Adult Protective Services, Age Wise behavioral health program, and Senior Information and Assistance, deploy out into the communities to provide urgent and emergent assistance and resources. Additionally, the department works in close partnership with the County's Office of Emergency Services and Fire Department, for example, to assess needs and streamline services during a declared State of Emergency or for critical situations within the county. This is just one example of how DAAS – PG prioritized cross-collaboration to ensure the needs and safety of those served are best provided for. Another example of partnership and strengthened services is an initiative implemented during the period of the new Area Plan, in which DAAS - PG developed a new system to allow for year-round collection of data regarding the needs of older adults, adults with disabilities and their caregivers, who reside within PSA 20. This stems from the collaboration between the CDA and Polco, which is an organization dedicated to creating surveys to gauge local and national community needs. The research provided by Polco created the opportunity for DAAS - PG to continue the expansion of efforts, creating an expansive Needs Assessment used to monitor the evolving needs of the fastest growing population of older adults, adults living with a disability, and their caregivers.

Planning and Service Area 20 (PSA 20)

Resources and Constraints, Continued

Extreme weather conditions further complicate service planning. Winter temperatures can drop below freezing in mountain areas, while desert regions may exceed 120°F in the summer. These conditions pose significant challenges, particularly for older adults, individuals with disabilities, and those on fixed incomes who may require additional support or caregiving assistance. This includes two areas where proximity to shopping, healthcare, and business services are in an adjacent county or state. Trona, for example, located in the northwest corner of the county, is approximately 20 miles from the city of Ridgecrest in Kern County; whereas Barstow which is part of the county, is approximately 90+ miles away or a two-hour drive from Trona. Similarly, the communities along the Colorado River such as Needles and Big River are closer to Arizona and Nevada than to cities within the county. Needles to Barstow is 149 miles versus Needles to Bullhead City, AZ is approximately 21 miles.

Service System

The AAA provides direct delivery of Senior Information and Assistance (SIA) and the Title V Senior Community Service Employment Program (SCSEP). Both programs operate throughout the county to best serve the older population.

DAAS – PG coordinates with San Bernardino County’s Human Services Contracts division for procurements and contracts. CDA policy limits contracts to a maximum of one-year with a potential to provide three, one-year extensions. To accommodate the workload, a dedicated staff analyst oversees all contract timelines and obtain support from staff analysts overseeing the programs to submit all contracts during an established contract season (December – February) each calendar year.

Title IIID Disease Prevention and Health Promotion is provided by the County’s Department of Public Health via a Memorandum of Understanding.

Program	Service
IIIB	Senior Supportive Services
IIIC	Senior Nutrition
IIID	Disease Prevention and Health Promotion
IIIE	Family Caregiver Supportive Services
HICAP	Health Insurance Counseling and Advocacy Program
Ombudsman	Long-Term Care Ombudsman
MOCA	Nutrition and Supportive Services

Planning and Service Area 20 (PSA 20)

Service System, Continued

The county provides services in the following service areas:

Regional Service Area (RSA)	Communities
North Desert	Adelanto, Apple Valley, Argus, Baker, Baldy Mesa, Cima, Edwards Air Force Base, El Mirage, Fort Irwin, Helendale, Hesperia, Hinkley, Ivanpah, Kelso, Kramer, Lucerne Valley, Oak Hills, Oro Grande, Phelan, Pinon Hills, Red Mountain, Silver Lakes, Spring Valley Lake, Summit Valley, Trona, Victorville, Wheaton Springs, Wrightwood, and surrounding areas.
East Desert	Amboy, Bagdad, Barstow, Big River, Cadiz, Calico, Copper Mountain Mesa, Desert Heights, Earp, Goffs, Johnson Valley, Joshua Tree, Landers, Lenwood, Ludlow, Morongo Valley, Needles, Nipton, Newberry Springs, Parker Dam, Pioneer Town, Saltus, Twenty-nine Palms, Vidal, Wonder Valley, Yermo, Yucca Valley, and surrounding areas.
Mountain	Angelus Oaks, Arrowbear, Mt. Baldy, Baldwin Lake, Barton Flats, Big Bear City, Big Bear Lake, Big Bear Valley, Blue Jay, Boulder Bay, Cedar Glen, Cedarpines Park, Crestline, Deer Lodge Park, Enchanted Forest, Erwin Lake, Fawnskin, Forest Falls, Fredalba, Green Valley, Green Valley Lake, Lake Arrowhead, Lytle Creek, Moonridge, Mountain Home Village, Oak Glen, Rim Forest, Running Springs, San Antonio Heights, Seven Oaks, Sky Forest, Sugar Loaf, Twin Peaks, Valley of Enchantment, and surrounding areas.
Valley	Arrowhead Farms, Bloomington, Bryn Mawr, Chino, Chino Hills, Colton, Crafton, Del Rosa, Devore, East Highland, Fontana, Glen Helen, Grand Terrace, Highland, Little 3rd, Loma Linda, Mentone, Muscoy, Montclair, Ontario, Patton, Rancho Cucamonga, Redlands, Reche Canyon, Rialto, Rosena Ranch, San Bernardino, Upland, West Cajon Valley, Yucaipa, and surrounding areas.