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OAKLAND  
2008 MAY 15 PM 1:43

# CITY OF OAKLAND

## AGENDA REPORT

TO: Office of the City Administrator  
ATTN: Deborah Edgerly  
FROM: Department of Human Services  
DATE: May 27, 2008

**RE: Resolution Authorizing The City Administrator To Apply For And Accept Grant Funds From The Alameda County Area Agency On Aging In The Amount Of \$206,184 For The Linkages Program And \$8,057 For The Respite Program For Fiscal Year 2008-2009; And Authorizing The City Administrator To Apply For And Accept \$280,000 From Alameda County For Targeted Case Management Claims; And Authorizing The Appropriation And Allocation Of A Balance Of \$22,794 In The Linkages Handipark Funds For The Linkages Program Fiscal Year 2008-2009**

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### SUMMARY

Staff recommends that the City Council approve a resolution authorizing the City Administrator to apply for and accept grant funds from the Alameda County Area Agency on Aging in the amount of \$206,184 for the Linkages Program and \$8,057 for the Respite Program, and authorizing the City Administrator to apply for and accept \$280,000 from Alameda County for Targeted Case Management claims; and authorizing acceptance and appropriation of \$22,794 Linkages Handipark funds for the Linkages Program in fiscal year 2008-2009. The City of Oakland will use the funds to provide comprehensive case management services to adults with disabilities and frail elders.

### FISCAL IMPACT

Funding for these on-going grants is appropriated in the Department of Human Services Budget. The proposed resolution authorizes the acceptance of \$206,184 from Alameda County Area Agency on Aging and will be deposited in California Department of Aging Grant Fund (2132), Linkages Program Organization (75221), and Linkages Program Project (G307710); \$8,057 from Alameda County Area Agency on Aging and will be deposited in California Department of Aging Grant Fund (2132), Linkages Program Organization (75221), and Respite Program Project (G307720); \$280,000 from Alameda County appropriated in County of Alameda Grants Fund (2160), Linkages Program Organization (75221), and Targeted Case Management Claims Project (G308110). The \$206,184 grant from Alameda County Area Agency on Aging for Linkages and the \$8,057 grant for Respite represents a 7% reduction from prior funding levels in anticipation of proposed reductions in the Governor's budget for services provided through the California

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Department of Aging. The City will provide a match of \$181,141 and funds will be allocated from General Fund (1010), Linkages Program Organization (75221), and City of Oakland Contribution Project (G307730).

The Linkages Handipark Project (G308310) in Linkages Handipark Fund (2410) has an excess in fund balance of \$22,794. The staff proposes appropriation of \$22,794 from the Linkages Handipark Fund (2410), Linkages Program Organization (75221), and Handipark FY 08-09 Project (G308310).

The grants do not pay for central services overhead. Historically, the City Council has waived those charges levied on the Linkages Program. A waiver for the central services overhead in the amount of \$62,465 is necessary for FY 2008-2009. There is no additional impact to the Adopted FY 2007-2009 budget.

## **BACKGROUND**

The City of Oakland has offered Linkages Program services since 1985 and continues to provide care management to functionally impaired adults and seniors who are at risk of being placed into nursing homes. The Linkages Program serves an average of 200 clients every month. Services are provided to clients 18 years of age or older that require in-home assistance with activities of daily living such as housekeeping, shopping or meal preparation, bathing, toileting, eating, or dressing.

## **KEY ISSUES AND IMPACTS**

The Linkages Program serves an important role in the long-term care continuum of services within the City of Oakland. There is no other care management program operating within Oakland which utilizes the Linkages model to serve the younger functionally impaired population. The Linkages Program fills this gap in services. The capacity to serve more than 200 clients is limited by the existing funding level. The Linkages model includes care management services for younger adults and frail seniors who might not otherwise be eligible for services because of their age or level of disability.

## **PROGRAM DESCRIPTION**

The goals of the Linkages Program include promotion of client self-determination and fostering of independent living for clients (within the least restrictive environment and in their own communities). The Linkages Program is an active participant in the Alameda County and statewide Long Term Care Coalitions as well as the Linkages Site Association. The program advocates for a seamless continuum of care and service coordination in collaboration with other community-based long-term care organizations (i.e., Alameda County Area Agency on Aging, Alameda County Health Care Services Agency, Lifelong Over 60 Health Clinic, Alameda

County Social Services, Alzheimer's Services of the East Bay and Bay Area Community Services).

Client referrals are received from various sources, such as the local acute care hospitals, community outpatient health clinics, home health agencies, Alameda County Social Services Agency, churches and adult day health care programs. Clients also self-refer to the program for services. Linkages Care Managers discharge an average of ten (10) clients per month due to death, residential relocation, client's request, or lack of need for services. Ten (10) new clients, on average, are enrolled per month.

Client care management includes a comprehensive psychosocial and health assessment two times per year, care plan development, arrangement and/or purchase of services (such as the Respite Program), quarterly home visits and monthly telephone monitoring. The Linkages Program model includes the provision of long term care information and referral which requires that staff have in-depth knowledge of community resources for seniors, seniors with disability and younger adults with disability.

The Linkages Program receives telephone calls requesting information on resources within the City of Oakland, Alameda County, San Francisco and surrounding East Bay cities. The Linkages Program responds to approximately 1,200 telephone requests for information and referral yearly.

Targeted Case Management Claims are a part of the Linkages Program whereby Medi-Cal partially reimburses the Department of Human Services for the cost of providing case management services to at-risk adults under Medi-Cal. Claims are submitted to Alameda County Health Care Services, which coordinates all such claims within Alameda County with the California State Department of Health Services.

For FY 2007-2008 Linkages clients through March 2008, live in most zip codes of Oakland as well as eight Berkeley zip codes and one Alameda zip code (see Table 1). This reflects the requirement effective FY 2005-2006 from the Alameda County Area Agency on Aging Linkages Program grant that Linkages care management services be expanded to serve North County, which is defined as the cities of Alameda, Albany, Berkeley, Emeryville and Oakland. The Linkages Program will continue to serve 200 adults with disabilities and frail elders each month, with the goal being that approximately 90% will be Oakland residents. As of March 31, 2008, 89% of the clients served by the Linkages program are Oakland residents.

**Table 1: LINKAGES CLIENTS BY ZIP CODE**

<b>ZIP CODES</b>	<b>NUMBER OF CLIENTS</b>	<b>ZIP CODES</b>	<b>NUMBER OF CLIENTS</b>
94501	13	94619	14
94601	30	91621	26
94602	11	94622	2
94603	26	94702	6
94605	24	94703	5
94606	12	94704	2
94607	16	94705	2
94608	29	94706	1
94609	17	94707	1
94610	5	94709	1
94611	11	94710	1
94612	18		

For FY 2007-2008 as of March 31, 2008, the Linkages client's race/ethnicity breakdown is: African American (68%), Caucasian (18%), Hispanic (8%), Asian/Pacific Islander (2%), Native American (2%), and Other (2%). The age breakdown is: 23-34 years (2%), 35-44 years (5%), 45-54 years (18%), 55-64 years (34%), 65-74 years (13%), 75-84 years (17%), 85+ years (11%). The gender breakdown is: Female (65%) and Male (35%).

Evaluation

Linkages relies on a variety of mechanisms to assess its service quality:

Formal client satisfaction surveys are sent to clients on an annual basis. The survey will be mailed to clients on June 1, 2008. The completed surveys are expected back by June 30, 2008.

For FY 2006-2007, a total of 205 questionnaires were mailed to former or current clients. Of these, 115 questionnaires (or 56%) were returned. Of the clients who responded, 90% rated their experience with the staff and services provided by Linkages as good or excellent. When asked if their case manager understands the individual's problems enough to help, 92% responded "Yes". When asked if the assistance received from Linkages helps them to remain independent, 94% of respondents said "Yes". (Seven respondents did not answer and several noted services such as more affordable housing that were needed).

Measurable program objectives including: providing case management services to an average of 200 low income frail seniors and/or adults with disabilities per month, conducting 285 reassessments and 360 quarterly home visits annually, conducting monthly telephone monitoring of clients' health, functioning, and supports, and responding to 1,200 telephone or face-to-face inquiries for information and referral assistance annually.

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Performance measurements include: # of clients (internal or external) served, # of services (internal or external, direct or indirect) delivered, and % of clients (internal or external) reporting satisfaction.

Informal feedback is received from clients via phone calls, thank you cards, and letters expressing that their needs were met and they are satisfied with services.

### **SUSTAINABLE OPPORTUNITIES**

Economic: Linkages' arrangement and/or purchase of services and assistive devices for clients increase profits for Oakland businesses.

Linkages' arrangement of in-home care workers creates jobs for Oakland citizens.

Environmental: Linkages' arrangement of paratransit results in "carpooling", thereby reducing the use of individual autos which reduces harmful auto emissions.

Social Equity: Linkages care management activities link frail seniors, isolated and low income seniors, and adults with disabilities to life enriching and life sustaining services.

Linkages' arrangement of vocational education, training and rehabilitation helps low income and disabled clients return to the workforce.

### **DISABILITY AND SENIOR CITIZEN ACCESS**

The Linkages Program is the only program in the City utilizing a broker case management model to bring critical services to adults eighteen (18) years of age and older with disabilities and frail elders. Care management services are provided in the client's home or community.

### **RECOMMENDATION(S) AND RATIONALE**

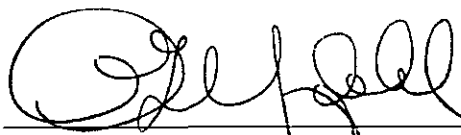
Staff recommend that the City Council approve this resolution which will ensure the continuation of Linkages services to Oakland frail seniors and disabled adults, and help them sustain their independence by authorizing the City Administrator to apply for and accept grant funds from the Alameda County Area Agency on Aging in the amount of \$206,184 for the Linkages Program and \$8,057 for the Respite Program; authorizing the City Administrator to apply for and accept \$280,000 from Alameda County for Targeted Case Management Claims; and authorizing the acceptance and appropriation of \$22,794 Linkages Handipark funds for the Linkages Program in Fiscal Year 2008-2009.

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**ACTION REQUESTED OF THE CITY COUNCIL**

That the City Council approve this resolution authorizing the City Administrator to apply for and accept grant funds from Alameda County Area Agency on Aging in the amount of \$206,184 for the Linkages Program and \$8,057 for the Respite Program and authorizing the City Administrator to apply for and accept \$280,000 from Alameda County for a Targeted Case Management Claim and authorizing the appropriation of \$22,794 Linkages Handipark funds for the Linkages Program in Fiscal Year 2008-2009.

Respectfully submitted,



Andrea Youngdahl  
Director, Department of Human Services

Reviewed by:  
Brendalynn Goodall, Manager  
Aging and Adult Services

Prepared By:  
Lisa Ploss, Senior Services Supervisor  
Linkages Program

APPROVED AND FORWARDED TO THE  
LIFE ENRICHMENT COMMITTEE:

  
Office of the City Administrator

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D. Biatosky  
City Attorney

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OFFICE OF THE CITY CLERK  
OAKLAND  
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# OAKLAND CITY COUNCIL

RESOLUTION No. \_\_\_\_\_ C.M.S.

**RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO APPLY FOR AND ACCEPT GRANT FUNDS FROM THE ALAMEDA COUNTY AREA AGENCY ON AGING IN THE AMOUNT OF \$206,184 FOR THE LINKAGES PROGRAM AND \$8,057 FOR THE RESPITE PROGRAM FOR FISCAL YEAR 2008-2009; AND AUTHORIZING THE CITY ADMINISTRATOR TO APPLY FOR AND ACCEPT \$280,000 FROM ALAMEDA COUNTY FOR TARGETED CASE MANAGEMENT CLAIMS; AND AUTHORIZING THE APPROPRIATION AND ALLOCATION OF A BALANCE OF \$22,794 IN THE LINKAGES HANDIPARK FUNDS FOR THE LINKAGES PROGRAM FISCAL YEAR 2008-2009**

**WHEREAS**, the City of Oakland desires to apply for and accept grants and offsetting revenues from Alameda County Area Agency on Aging in the amount of \$206,184 to fund the Linkages Program and in the amount of \$8,057 to fund the Respite Program for the period July 1, 2008 through June 30, 2009; and

**WHEREAS**, the City of Oakland desires to apply for and accept a grant and offsetting revenues in the amount of \$280,000 from Alameda County for Targeted Case Management claims. This revenue will allow the Linkages Program to provide additional case management services to adult Oakland residents who are elderly and/or have disabilities; and

**WHEREAS**, the above-referenced programs provide essential services to functionally impaired young adults and seniors within the City of Oakland who are at risk of being placed in nursing homes; and

**WHEREAS**, these grants do not pay for Central Services Overhead costs in the amount of \$62,456 for FY 2008-2009, and historically the City has provided an offset to cover the Central Services Overhead costs; and

**WHEREAS**, the Linkages Program has a Handipark Fund balance exceeding \$22,794 that the City desires to appropriate and allocate for fiscal year 2008-2009; and

**WHEREAS**, the City is required to provide a match of \$181,141 from the City of Oakland Contribution Project; now, therefore be it

**RESOLVED:** That the City Council authorizes the City Administrator or her designee to apply for and accept grants in the amount of \$206,184 to fund the Linkages Program and in the amount of \$8,057 to fund the Respite Program to be deposited in California Department of Aging Fund (2132), Linkages Program Organization (75221); and be it

**FURTHER RESOLVED:** That the City Council authorizes the City Administrator or her designee to apply for and accept grants in the amount of \$280,000 from Alameda County for Targeted Case Management Project (G308110) claims to be deposited in County of Alameda Grants Fund (2160), Linkages Program Organization (75221); and be it

**FURTHER RESOLVED:** That the amount of \$22,794 in Linkages Handipark Fund Balance (2410) be appropriated and allocated in California Department of Transportation Fund (2410), Linkages Program Organization (75221), Handipark Project (G308310), to cover the Linkages Program costs; and be it

**FURTHER RESOLVED:** That the City provide a match of \$181,141 and these funds be allocated from General Fund (1010), Linkages Program Organization (75221), City of Oakland Contribution Project (G307730); and be it

**FURTHER RESOLVED:** That the Central Services Overhead costs are hereby waived; and be it

**FURTHER RESOLVED:** That should any additional grant funds or offsetting revenues be received, the City Administrator or her designee is hereby authorized to appropriate same for the purpose described above; and be it

**FURTHER RESOLVED:** That the City Council authorizes the City Administrator or her designee as agent of the City to conduct all negotiations, execute and submit all documents including but not limited to application, agreements, amendments, modifications, payment requests and related actions which may be necessary for the completion of the aforementioned grants in accordance with their basic purpose without returning to City Council; and be it

**FURTHER RESOLVED:** That a copy of said agreements shall be filed in the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA, \_\_\_\_\_, 20\_\_\_\_\_

**PASSED BY THE FOLLOWING VOTE:**

AYES- BROOKS, BRUNNER, CHANG, KERNIGHAN, NADEL, QUAN, REID, and  
PRESIDENT DE LA FUENTE

NOES-

ABSENT-

ABSTENTION-

ATTEST: \_\_\_\_\_  
**LATONDA SIMMONS**  
City Clerk and Clerk of the Council  
of the City of Oakland, California