

**CITY OF OAKLAND**  
**AGENDA REPORT**

2006 JUN -1 PM 5: 53

TO: Office of the City Administrator  
ATTN: Deborah Edgerly  
FROM: Department of Human Services  
DATE: June 13, 2006

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 \$220,034 For The Linkages Program And \$8,945 For The Respite Program For Fiscal Year 2006-2007; And Authorizing The City Administrator To Apply For And Accept \$280,000 From Alameda County For Targeted Case Management Claims; And Authorizing The Appropriation Of A Balance Of \$23,888 In The Linkages Handipark Funds For The Linkages Program Fiscal Year 2006-2007**

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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 \$220,034 for the Linkages Program and \$8,945 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 \$23,888 Linkages Handipark funds for the Linkages Program in fiscal year 2006-2007. 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 FY 2005-07 Adopted Policy Budget in Empowering Seniors and People with Disabilities Program (YS14). The proposed resolution authorizes the acceptance of \$220,034 from Alameda County Area Agency on Aging appropriated in California Department of Aging Grant Fund (2132), Linkages Program Organization (75221), Linkages Program Project (G263510); \$8,945 from Alameda County Area Agency on Aging appropriated in California Department of Aging Grant Fund (2132), Linkages Program Organization (75221), Respite Program Project (G263520); \$280,000 from Alameda County appropriated in County of Alameda Grants Fund (2160), Linkages Program Organization (75221), Targeted Case Management Claims Project (G263220). The City will provide a match of \$123,516 and funds will be allocated from General Fund (1010), Linkages Program Organization (75221), City of Oakland Contribution Project

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(G263530). All grants will be deposited in California Department of Aging Grant Fund (2132), Linkages Program Organization (75221) in appropriate projects.

The Linkages Handipark Project (G263320) in Link Handipark Fund (2410) has an excess in fund balance of \$23,888. The staff also proposes appropriation of \$23,888 from the County Department of Transportation Fund (2140), Linkages Program Organization (75221), Handipark FY 06/07 Project (G263320).

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 is necessary for FY 2006-2007. The waiver for central services overhead is \$18,930.38 and does impact the General Purpose Fund in that it reduces "recovery", which is essentially revenue to the General Purpose Fund. There is no additional impact to the proposed FY 2006-2007 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. Clients are 18 years of age or older and 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, and Bay Area Community Services).

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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 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 well or disabled seniors and younger disabled adults.

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 1,400 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 2005-2006 Linkages clients through March 2006, live in all zip codes of Oakland as well as four 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, 2006, 96% of the clients served by the Linkages program are Oakland residents.

**LINKAGES CLIENTS BY ZIP CODE**

<b>ZIP CODES</b>	<b>CLIENT %</b>	<b>ZIP CODES</b>	<b>CLIENT %</b>
94501	1.4	94610	3.1
94601	11.0	94611	2.5
94602	3.8	94612	7.7
94603	9.5	91619	4.2
94605	9.8	94621	10.9
94606	4.9	94703	.7
94607	10.5	94705	.35
94608	10.8	94709	.7
94609	6.3	94710	.7

For FY 2005-2006 as of March 31, 2006, the Linkages client's race/ethnicity breakdown is: African American (75%), Caucasian (14%), Hispanic (8%), Asian/Pacific Islander (3%), and Native American (0%). The age breakdown is: 25-35 years (11%), 36-45 years (17%), 46-55 years (17%), 56-65 years (22%), 66-75 years (14%), 76-85 years (14%), 85+ years (5%). The gender breakdown is: Female (74%) and Male (26%).

**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, 2006. The completed surveys are expected back by June 30, 2006.

For FY 2004-2005, a total of 308 questionnaires were mailed to former or current clients. Of these, 76 questionnaires (or 25%) were returned. Of the clients who responded, 91% 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, 97% responded "Yes". When asked if they would recommend the Linkages program to other people they knew who need services to remain at home, 99% of respondents said "Yes". (One respondent did not answer the question).

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 1,400 telephone or face-to-face inquiries for information and referral assistance.

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

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Informal feedback from clients via phone calls, thank you cards, and letters expressing 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**

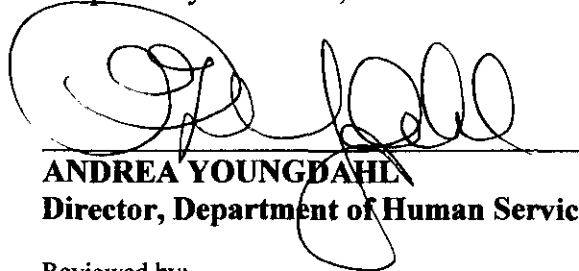
Staff recommend that the City Council approve this resolution which will ensure the continuation of Linkages services to Oakland frail seniors and disabled adults, and help them sustain their independence by authorizing the City Administrator to apply for and accept grant funds from the Alameda County Area Agency on Aging in the amount of \$220,034 for the Linkages Program and \$8,945 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 \$23,888 Linkages Handipark funds for the Linkages Program in Fiscal Year 2006-2007.

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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 \$220,034 for the Linkages Program and \$8,945 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 \$23,888 Linkages Handipark funds for the Linkages Program in Fiscal Year 2006-2007.

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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# OAKLAND CITY COUNCIL

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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 \$220,034 FOR THE LINKAGES PROGRAM AND \$8,945 FOR THE RESPITE PROGRAM FOR FISCAL YEAR 2006-2007; AND AUTHORIZING THE CITY ADMINISTRATOR TO APPLY FOR AND ACCEPT \$280,000 FROM ALAMEDA COUNTY FOR TARGETED CASE MANAGEMENT CLAIMS; AND AUTHORIZING THE APPROPRIATION OF A BALANCE OF \$23,888 IN THE LINKAGES HANDIPARK FUNDS FOR THE LINKAGES PROGRAM FISCAL YEAR 2006-2007**

**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 \$220,034 to fund the Linkages Program and in the amount of \$8,945 to fund the Respite Program for the period July 1, 2006 through June 30, 2007; 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 a Targeted Case Management claim. This revenue will allow the Linkages Program to provide additional case management services to adult Oakland residents who are elderly and/or disabled; 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 and historically the City has provided an offset to cover the Central Services Overhead costs; and

**WHEREAS**, \$18,930.38 is allocated in the 2006-2007 budget to offset the waiver of the Central Services Overhead costs; and

**WHEREAS**, the Linkages Program has a Handipark Fund balance exceeding \$23,888 that the City desires to appropriate for fiscal year 2006-2007; and

**WHEREAS**, the City is required to provide a match of \$123,516 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 \$220,034 to fund the Linkages Program and in the amount of \$8,945 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 in the amount of \$280,000 from Alameda County for Targeted Case Management Project (G263220) claims to be deposited in County of Alameda Grants Fund (2160), Linkages Program Organization (75221); and be it

**FURTHER RESOLVED:** That the amount of \$23,888 in Linkages Handipark Fund Balance (2410) will be appropriated in California Department of Transportation Fund (2410), Linkages Program Organization (75221), Handipark Project (G263320), to cover the Linkages Program costs; and be it

**FURTHER RESOLVED:** That the City will provide a match of \$123,516 and these funds will be allocated from General Fund (1010), Linkages Program Organization (75221), City of Oakland Contribution Project (G263530); and be it

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

**FURTHER RESOLVED:** That should any additional grand 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