

CITY OF OAKLAND
AGENDA REPORT

FILED
OFFICE OF THE CITY CLERK
OAKLAND

2008 MAY 15 PM 2:23

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 A Grant In The Amount Of \$1,581,165 From The State Department Of Aging For The Multipurpose Senior Services Program For The Fiscal Year 2008-2009; And Authorizing The City Administrator To Allocate \$237,174 Of The Grant To Contract With Eight Agency Providers To Provide In Home Services To The Seniors Enrolled In MSSP In Amounts Up To \$40,000 Per Year Per Provider For All Providers For Fiscal Year 2008-2009; And Authorizing The City Administrator To Extend The Agreements For Two Years Subject To Satisfactory Performance And Funding Availability And Authorizing The City Administrator To Accept, Appropriate And Allocate Any Additional Funding Received Without Returning To Council

SUMMARY

Staff requests City Council approval of a resolution authorizing the application for and acceptance of a Multipurpose Senior Services Program (MSSP) grant from the State Department of Aging for Fiscal Year 2008-2009 in the amount of \$1,581,165. The resolution would also authorize a general fund offset of \$146,809 for central service overhead charges. The grant allows MSSP to spend \$237,174 annually to purchase in-home supportive services for frail seniors. MSSP is funded principally through a Medicaid Waiver received by the State and City general funds.

FISCAL IMPACT

This on-going grant is funded by the Title XIX Social Security Act funds and the State of California General Fund. The proposed resolution authorizes the acceptance of the grant in the amount of \$1,581,165 for one year. This amount represents a reduction from the prior year of 10% due to the Medi-Cal reductions in the Governor's proposed budget. The proposed resolution allocates \$237,174 of the grant to contract with eight agencies to provide in-home services to the seniors enrolled in MSSP for the initial annual agreement with the service providers as well as two annual extensions for a total of three (3) years starting July 1, 2008. This amount of \$237,174 is also reduced from prior years due to the reductions to Medi-Cal as part of the Governor's proposed budget. The \$237,174 is part of the total budget that is set aside to purchase services for clients. It continues to be advantageous for MSSP to lock the contract

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rates in for three years so that the service costs will remain stable versus the possibility of annual increases. The grant will be deposited to Department of Human Services Fund (2128) Multipurpose Senior Services Program Organization (75231), and Administration/ Care Management Support Project (G307510), Case Management Project (G307520), and Waived Services Project (G307530). There are no matching funds required.

Historically, the City Council has waived Central Services Overhead charges levied against the MSSP since the grant cannot be used for Central Services Overhead costs. The waiver of Central Services Overhead charges in the amount of \$146,809 impacts the General Purpose Fund in that it reduces “recovery” which is essentially revenue to the General Purpose Fund.

BACKGROUND

The City of Oakland has provided multipurpose senior services to eligible seniors since 1980, by contract with the State Department of Aging. The contract with the State requires the MSSP program to serve a minimum of 351 clients monthly. The goal of the MSSP is to prevent or delay institutionalization. Clients are 65 years of age or older and certifiable for care in a skilled nursing facility. Clients are very frail and have multiple chronic disabilities. Services are provided to seniors who live in all zip codes in Oakland and Emeryville and two (2) zip codes in Berkeley.

The Human Services Department continues the provision of care management services to a contracted caseload of a minimum of 351 frail elderly clients per month. Many of the services provided to the seniors are provided by professional service contract vendors. The current vendor contracts began on July 1, 2005 and will expire on June 30, 2008. Resolution No. 79308 C.M.S. provided for the initial annual agreements with the service providers as well as two annual extensions for a total of three (3) years starting July 1, 2005 subject to satisfactory performance and funding availability. Satisfactory performance by vendors is assessed by an annual client satisfaction survey that asks about services provided. In addition, our contract with the California Department of Aging requires a quarterly report which also asks about any Service Provider-Vendor Problems. The \$237,174 is part of the total budget that is set aside to purchase services for clients.

The MSSP and contract compliance staff completed a RFP process to acquire new vendor contracts in 2008. Announcements were placed in the local newspaper. RFP packets were sent to potential providers that were listed in the yellow pages. The RFPs were reviewed by two staff members and were rated in the following areas: cost effectiveness, accessibility and availability, restrictions and limitations to services, administrative and fiscal capacity and experience. For previous vendors that were selected, past quality of service was also rated. A total of eight vendors were selected. These vendors are Alta Bates Summit Medical Center Lifeline, Asian Network, Inc., Bay Area Vital Link, Community Care Services, Manos Home Care, Maxim Health Care Services, Inc., Nightingale Nursing, and Steve’s Property Services.

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KEY ISSUES AND IMPACT

The goal of MSSP is to prevent or delay premature institutional placement of frail at-risk seniors. MSSP has continued to meet the State mandate to provide a cost-effective alternative to nursing home placement. Services such as bathing, dressing, grooming, meal preparation, housekeeping and respite are arranged for clients within their own homes. MSSP also assists with coordinating medical appointments and purchasing transportation to and from medical appointments. This additional support allows Oakland families and caregivers to continue to care for frail seniors in their community. MSSP promotes client self-determination and fosters independent living for clients within the least restrictive environment and within their own communities. MSSP supports frail seniors by: 1) keeping them out of nursing homes; 2) keeping them safe and as independent as possible in their own homes; and 3) increasing their quality of life when they are most vulnerable.

PROGRAM DESCRIPTION

Client referrals are received from various sources such as discharge planners from local acute care hospitals, home health agencies, Alameda County Social Services, medical doctors, churches, adult day health care programs and other community agencies that work with seniors. Some clients self-refer after hearing about the program from others. MSSP historically enrolls an average of ten new clients per month. Eleven clients, on average, are discharged per month due to death, residential relocation, loss of Medi-Cal benefits or placement in a skilled nursing facility due to a serious decline in health or the living environment is no longer safe. Currently, we are not enrolling clients in order to prepare for proposed budget cuts, a reduction in our contract funds and a reduction in client slots in FY 08-09.

MSSP is a medical and psychosocial model care management program. The care management process involves an initial detailed in-home psychosocial and health assessment, a three-month visit, a six-month recertification visit, a 9-month visit, an annual reassessment and monthly phone monitoring. These activities are conducted by public health nurses and social workers.

Care management is the cornerstone of MSSP. It involves the coordination and usage of existing community resources that provide the necessary services for clients to continue living safely at home. MSSP care management provides for client assessment to identify problems, creating a plan of care with client input and agreement, arranging services and monitoring of the client. Staff reviews existing publicly funded services and makes direct referrals whenever possible. If the needed services are not available through family, friends or other programs, the care manager then authorizes the purchase of services from the vendors by using program funds. The program is evaluated annually by use of client satisfaction surveys. The survey for this fiscal year will be sent to clients on June 1, 2008 and the results are expected back by June 30, 2008.

MSSP promotes client self-determination and fosters independent living for clients within the least restrictive environment and within their own communities. MSSP advocates for a seamless continuum of care and provides service in coordination and collaboration with other community

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based long-term care organizations such as Visiting Nurses Associations, Alameda County Health Care Services Agency, Alameda County Social Services, Area Agency on Aging, Lifelong Over 60 Health Clinic and Bay Area Community Services.

For FY 2007-2008, program participants live throughout Oakland and Emeryville. The MSSP also serves the 94704 and 94705 zip codes of Berkeley. The percentage of clients served from July 1, 2007 to March 30, 2008 residing in each zip code is listed in Table 1.

Table 1: MSSP CLIENTS BY ZIP CODE

ZIP CODES	NUMBER OF CLIENTS	ZIP CODES	% CLIENTS
94601	45	94610	11
94602	15	94611	21
94603	32	94612	54
94605	37	94618	3
94606	40	94619	7
94607	66	94621	24
94608	47	94704	5
94609	37	94705	7

For FY 2007-2008 as of March 30, 2008, the ethnic breakdown for the program participants is African American (61%), Asian/Pacific Islander (20%), Hispanic (9%), Caucasian (7%), Native American (.5%), Other (2.5%).

Evaluation

MSSP 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 and the completed surveys are expected back by June 30, 2008. This survey is mandated by the State Department of Aging for all MSSP Sites. In FY 2006-07, a total of 410 current and former clients were sent surveys by MSSP. Of these, 209 clients (or 51% of the total clients served) responded to the survey.

The survey shows that 94% of clients believe the services provided by MSSP assist them in remaining independent (196 Yes, 2 No, 11 Blank). Of the clients who responded, 92% rated their experience with the staff and services provided by MSSP as good or excellent (145 Excellent, 47 Good, 13 Satisfactory, 1 Poor and 3 Blank). When asked if their case manager understands the individual’s problems enough to help, 97% responded “Yes”. When asked if they would recommend the MSSP to other people they knew who need services to remain at home, 97% of respondents said “Yes”.

Measurable program objectives are tracked including: the provision of case management services to an average of 390 low-income frail seniors with disabilities per month, monthly telephone monitoring of clients' health, functioning and supports, and quarterly face-to-face reassessment visits with all clients.

Performance measurements are tracked including: number of clients served, number of services arranged or delivered and percentage of clients reporting satisfaction.

An internal peer review process is conducted bi-monthly and reported to the California State Department of Aging. An external Utilization Review is conducted bi-annually by the California State Department of Aging.

Informal feedback from clients in the form of phone calls, thank you cards or letters expressing satisfaction with the service is tracked.

The contracted service providers are assessed quarterly for satisfaction with services provided as mandated by the California State Department of Aging. Case Managers from MSSP report any challenges they have had with services or any complaints from clients. Staff work towards resolving any issues or challenges and the results are reported to the California State Department of Aging as part of a more comprehensive quarterly report.

The contracted service providers for fiscal year 2008-2009 are listed in Table 2 below.

Table 2: Service Providers

	VENDOR	AMOUNT
1	Alta Bates Summit Medical Center Lifeline Business License # 526622	40,000
2	Asian Network, Inc. Business License #698911	16,000
3	Bay Area Vital Link Business License #760358	40,000
4	Community Care Services Business License #7951357	33,000
5	Manos Home Care Business License #1025163	33,000
6	Maxim Health Care Services, Inc. Business License #2265648	33,000
7	Nightingale Nursing Business License # 2894009	33,000
8	Steve's Property Services Business License #3213455	9,174
TOTAL:		\$237,174

SUSTAINABLE OPPORTUNITIES

The sustainable opportunities that are included in this program are as follows:

Economic: MSSP contractors, who are Oakland based business operators, employ Oakland residents who provide the necessary services to our frail older program participants.

MSSP will continue to invest in the Oakland community by purchasing services and equipment for frail seniors, from Oakland based businesses.

Environmental: No known impact.

Social Equity: Social and health services are delivered to frail seniors in their homes after referrals are made from MSSP nurses and social workers.

Services provided by MSSP make it easier for seniors who are frail and disabled to access services to which they are entitled.

The health services provided by MSSP improve the quality of life for seniors who are frail and homebound, who are socially disadvantaged and at risk of placement into nursing homes.

DISABILITY AND SENIOR CITIZEN ACCESS

MSSP care management services have been available to frail, seniors with disabilities in the City of Oakland for 29 years. MSSP provides frail Oakland residents with an alternative to premature or inappropriate institutionalization. Through the provision of care management services, MSSP's frail disabled seniors are empowered to live as independently as possible.

RECOMMENDATION(S) AND RATIONALE

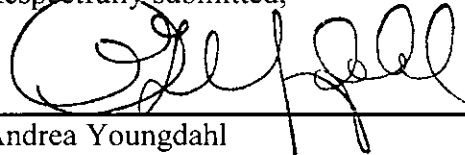
Staff recommends that the City Council approve a resolution authorizing the City Administrator to apply for and accept a grant in the amount of \$1,581,165 from the State Department of Aging for the Multipurpose Senior Services Program for fiscal year 2008-2009. The approval of this recommendation will ensure the continuation of the Multipurpose Senior Services Program to Oakland's frail elderly at risk of premature or unnecessary institutionalization

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ACTION REQUESTED OF THE CITY COUNCIL

That City Council approves a resolution authorizing the City Administrator to apply for and accept a grant in the amount of \$1,581,165 from the State Department of Aging for the Multipurpose Senior Services Program for fiscal year 2008-2009 and authorizes the City Administrator to allocate \$237,174 of the grant to contract with eight agency providers to provide in home services to the seniors enrolled in MSSP for an amount up to \$40,000 per year per provider, and authorizing the City Administrator to extend the agreements for two years subject to satisfactory performance and funding availability and authorizing the City Administrator to accept, appropriate and allocate any additional funding received without returning to Council.

Respectfully submitted,

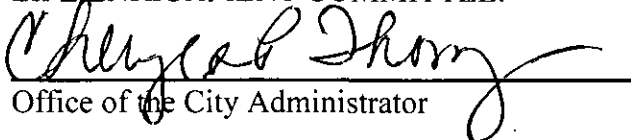


Andrea Youngdahl
Director, Department of Human Services

Reviewed By:
Brendalynn Goodall, Manager
Aging and Adult Services

Prepared By:
Lisa Ploss, Senior Services Supervisor
Multipurpose Senior Services Program

APPROVED AND FORWARDED TO THE
LIFE ENRICHMENT COMMITTEE:



Office of the City Administrator

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D. Biabosky
City Attorney

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OAKLAND CITY COUNCIL

RESOLUTION No. _____ C.M.S.

RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO APPLY FOR AND ACCEPT A GRANT IN THE AMOUNT OF \$1,581,165 FROM THE STATE DEPARTMENT OF AGING FOR THE MULTIPURPOSE SENIOR SERVICES PROGRAM FOR THE FISCAL YEAR 2008-2009; AND AUTHORIZING THE CITY ADMINISTRATOR TO ALLOCATE \$237,174 OF THE GRANT TO CONTRACT WITH EIGHT AGENCY PROVIDERS TO PROVIDE IN HOME SERVICES TO THE SENIORS ENROLLED IN MSSP IN AMOUNTS UP TO \$40,000 PER YEAR PER PROVIDER FOR ALL PROVIDERS FOR FISCAL YEAR 2008-2009; AND AUTHORIZING THE CITY ADMINISTRATOR TO EXTEND THE AGREEMENTS FOR TWO YEARS SUBJECT TO SATISFACTORY PERFORMANCE AND FUNDING AVAILABILITY; AND AUTHORIZING THE CITY ADMINISTRATOR TO ACCEPT, APPROPRIATE AND ALLOCATE ANY ADDITIONAL FUNDING RECEIVED WITHOUT RETURNING TO COUNCIL

WHEREAS, the State Department of Aging is willing to allocate a grant to the Multipurpose Senior Services Program (MSSP) in the amount of \$1,581,165 for the period beginning July 1, 2008 and ending June 30, 2009; and

WHEREAS, the grant is funded by Title XIX Social Security Act funds and the State of California General Fund; and

WHEREAS, the grant does not pay for Central Services Overhead costs in the amount of \$146,809 for FY 2008-2009, and historically the City has provided an offset to cover the Central Services Overhead costs; and

WHEREAS, the purpose of said grant is to continue the City's MSSP program that will help the frail elderly remain in their homes rather than be institutionalized; and

WHEREAS, the grant allows MSSP to purchase in-home supportive services for frail seniors including personal care, respite, emergency response and health care services for a three year period beginning July 1, 2008 and ending June 30, 2011; and

WHEREAS, the City of Oakland desires to enter into annual contracts with the following providers for amounts not to exceed \$40,000 per provider as indicated below:

<u>VENDOR</u>	<u>AMOUNT</u>
Alta Bates Summit Medical Center Lifeline – Oakland Business License #526622	\$40,000
Asian Network, Inc. - Oakland Business License #698911	\$16,000
Bay Area Vital Link Business License #760358	\$40,000
Community Care Services – Oakland Business License #7951357	\$33,000
Manos Home Care – Oakland Business License #1025163	\$33,000

Maxim Health Care Services, Inc. Business License #2265648	\$33,000
Nightingale Nursing – San Leandro Business License # 2894009	\$33,000
Steve’s Property Services Business License #3213455	\$9,174

WHEREAS, MSSP is a long standing program in the City, the City Council having approved application for the original MSSP grant in Resolution No. 57740 C.M.S. dated December 12, 1978; now therefore be it

RESOLVED: That the City Administrator or her designee is hereby authorized and directed to apply for and accept a grant in the amount of \$1,581,165 from the State Department of Aging for the purpose of allocating said grant for the Multipurpose Senior Services Program for the period beginning July 1, 2008 and ending June 30, 2009; and be it

FURTHER RESOLVED: That the grant funds will be deposited in Department of Human Services Fund (2128) Multipurpose Senior Services Program Organization (75231), and Administration/ Case Management Support Project (G307510), Case Management Project (G307520), and Waived Services Project (G307530); and be it

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

FURTHER RESOLVED: That the City Council authorizes the City Administrator to enter into grant agreements with eight agency providers in an amount not to exceed \$40,000 per year per agency for fiscal year 2008-2009; and be it

FURTHER RESOLVED: That the City Council authorizes the City Administrator to extend the agreements for an additional two years, for the periods July 1, 2009 through June 30, 2010, and July 1, 2010 through June 30, 2011, subject to satisfactory performance and funding availability; and be it

FURTHER RESOLVED: That the City Council hereby appoints the City Administrator or her designated representative 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 grant in accordance with its basic purpose without returning to Council; and be it

FURTHER RESOLVED: Should additional program funds be received, the City Administrator or a designee is hereby authorized to accept and appropriate said funds for the agency provider programs described above and to execute amendments to the contracts for any additional amounts received up to \$40,000 per provider per year without returning to City Council.

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