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OFFICE OF THE CITY CLERK
OAKLAND

AGENDA REPORT

2013 MAY 15 AM 11:03

TO: DEANNA J. SANTANA
CITY ADMINISTRATOR

FROM: Sara Bedford

SUBJECT: FY 2013-2014 MSSP Standard Agreement **DATE:** May 10, 2013

City Administrator
Approval

Date

5/13/13

COUNCIL DISTRICT: City-Wide

RECOMMENDATION

Staff recommends that the City Council adopt a resolution authorizing the City Administrator to 1) accept and appropriate State of California standard agreement funds in the amount of \$1,405,480 and enter into an agreement with the State of California, Department of Aging for the Multipurpose Senior Services Program (MSSP) for fiscal year 2013-2014, and 2) enter into professional service agreements with various vendors to provide in-home services to frail seniors for the period July 1, 2013 through June 30, 2014, with a one year option to renew.

OUTCOME

MSSP, which is funded through a Medicaid Waiver received by the California Department of Aging (CDA), is a comprehensive care management program designed to enable frail seniors to remain safe and independent in their own homes. The program promotes client self-determination and fosters independent living for frail elders within the least restrictive environment and within their own communities. MSSP provides a proven cost-effective alternative to nursing home placement. Using a medical, psychosocial model, the multidisciplinary team of MSSP nurses and social workers ensure seniors who are frail and disabled are connected to social and health services and other community supports. For 33 consecutive years the City of Oakland's MSSP has prevented or delayed premature nursing home placement.

BACKGROUND/LEGISLATIVE HISTORY

The City of Oakland's Department of Human Services – Aging and Adult Service Division, empowers seniors and adults with disabilities through life-enriching and life-sustaining programs and services such as MSSP. Oakland frail elders (age 65 and over) have multiple chronic disabilities which put them at risk of early death or institutionalization. MSSP provides culturally appropriate case management services to keep frail elders out of nursing homes, safe and independent in their own homes, increasing their quality of life when they are most vulnerable.

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On March 27, 2013 the Department of Health Care Services (DHCS) and the federal Centers for Medicare and Medicaid Services (CMS) reached an agreement to implement a dual eligible demonstration that will transform the way Medicare and Medi-Cal services are delivered to Californians who qualify for both programs. The demonstration, known as Cal MediConnect, will impact as many as 456,000 low-income seniors and persons with disabilities in California. Under the agreement, DHCS and CMS will contract with managed care plans (called “Participating Plans”) to provide Medicare and Medi-Cal services. The demonstration is a key part of California's Coordinate Care Initiative (CCI), and will integrate funding streams, health care, and long term services and support. City of Oakland MSSP is a part of the demonstration. The anticipated launch date is no sooner than January 1, 2014.

The fragmentation of the current medical service delivery system often leads to recipient confusion, delayed care, inappropriate utilization and unnecessary costs. MSSP case managers work with frail elders and their families to navigate and access services through a complex system of disconnected programs funded by different government offices. Integrating all services and financing through Cal MediConnect will promote care coordination and result in improved beneficiary health. The MSSP model provides patients with conflict-free care coordination—we are charged with addressing health and safety needs of patients served, and do not stand to gain from any other determination of need. There is a potential for growth of the City of Oakland’s MSSP in future years including the elimination of our waiting list and the development of MSSP like services for younger people with disabilities and chronic illness. We hope that the new collaboration will lead to additional funding for both staffing and program support.

ANALYSIS

The average age of City of Oakland MSSP participants is 83. 87% are ethnic/racial minorities, 100% low income, and disproportionately utilize hospital emergency rooms or become nursing home patients due to lack of knowledge of the healthcare system and inability to coordinate their own care.

As of April 23, 2013, 315 unduplicated clients were served in FY 2012-2013.

The gender, racial and zip code breakdown for the program participants is shown in the table below.

MSSP Unduplicated Client Counts as of April 23, 2013							
Zip Code	Total Count	Race				Sex	
		Asian	African American	Latino	White	M	F
94601	43	7	6	29	1	8	35
94602	14	3	7	1	3	1	13
94603	17	0	15	2	0	0	17
94605	29	0	27	1	1	3	26
94606	31	6	8	0	17	6	25
94607	43	20	20	0	3	9	34

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MSSP Unduplicated Client Counts as of April 23, 2013							
Zip Code	Total Count	Race				Sex	
		Asian	African American	Latino	White	M	F
94608	28	3	23	1	1	5	23
94609	13	1	10	1	1	1	12
94610	2	0	2	0	0	0	2
94611	13	6	4	1	2	1	12
94612	41	33	5	0	3	13	28
94618	1	0	0	0	1	0	1
94619	6	3	3	0	0	1	5
94621	19	1	13	2	3	5	14
94702	2	0	1	1	0	0	2
94704	3	2	0	0	1	1	2
94705	7	1	1	1	4	1	6
94706	1	1	0	0	0	0	1
94501	1	0	1	0	0	0	1
94579	1	0	0	1	0	1	0
TOTALS	315	87	146	41	41	56	259

Staff conducted the Request for Proposal/Qualifications (RFP/Q) process March 12 through March 29, 2012, for professional service vendors to provide in-home services for the three year period of 2012-2015. Approved Resolution No. 83927 C.M.S., dated June 19, 2012 allowed for two one-year options to renew the Professional Services Agreements. In addition to the MSSP Nurses and Social Work Case Managers, these purchased services (i.e., emergency response units, monitoring, non-medical home equipment and personal care items) are essential to keeping frail elders in their home required by the standard agreement with the California Department of Aging. We contract with multiple vendors to ensure service delivery. This includes the following vendors per service type:

Communication/Emergency Response

- Bay Area Vital Link
- Phillip Lifeline
- Rescue Alert

Chore/Personal Care/Respite

- Community Care Services
- Home Instead
- Right at Home
- Asian Network
- Horizon Home Health Care Service

The City of Oakland's MSSP desires to enter into annual contracts with these vendors selected through the RFP process for amounts not to exceed \$70,000 per provider as indicated above with one year option of renewal.

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PUBLIC OUTREACH/INTEREST

Our average wait list is 71 seniors who are interested in entering into our program and many seniors are monolingual. Referrals come from hospital discharge planners, public health nurses, County social workers, community outreach presentations and word-of-mouth. It is anticipated that additional referrals from the managed care organizations participating in Cal MediConnect will also be made.

COORDINATION

In preparation of this report and resolution, the City Attorney's Office and Budget Office, have been consulted. The MSSP Site Director/Senior Services Supervisor works closely with internal and external parties including the Multipurpose Senior Services Program Association (MSA), CDA Program Analyst, Alameda County Senior Services Coalition, Duals Demonstration Steering Committee and community based organizations serving the elder population.

COST SUMMARY/IMPLICATIONS

1. **AMOUNT OF RECOMMENDATION/COST OF PROJECT:**

Project Delivery	\$1,194,659
Professional Services Contracts/Purchases	\$210,821
Total Project Costs	\$1,405,480

2. **COST ELEMENTS OF AGREEMENT/CONTRACT:**

Professional Services Contracts/Purchases	\$210,821
Management/Support/Administration Salaries & Benefits...	\$406,036
Case Management Salaries & Benetits	\$727,591
Operating Costs	\$61,032
TOTAL AGREEMENT/CONTRACT AMOUNT	\$1,405,480

3. **SOURCE OF FUNDING:** California Department of Aging

4. **FISCAL IMPACT:** This on-going agreement is funded by the Title XIX Social Security Act funds and the State of California General Fund. Funding will be appropriated to Department of Human Services Fund (2128), Muhipurpose Senior Services Program Organization (75231), Multipurpose Senior Service Program (YS14), in Project Accounts, and Administration/ Care Management Support Project (G462210), Case Management Project (G462220), and Waived Services Project (G462230). A full waiver of all Central Services Overhead charges is required as has been done in all of the past years, in an estimated amount \$211,468. A waiver is necessary due to limited funding and administrative cost restrictions for grant funding. The waiver does impact the General Purpose Fund in that it reduces potential "recovery" amounts.

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Funding for MSSP remains unchanged in FY 13-14. There is a probability of the funding level and source changing in future years. However, the Cal MediConnect MOU does require that plans have an MOU with each MSSP program (with a commitment to maintain MSSP funding for 19 months). Staff anticipate a possible expansion of the program and funding as Cal MediConnect is implemented, and ask that the City Administrator be allowed to accept and appropriate any additional funding for MSSP without returning to Council.

PAST PERFORMANCE, EVALUATION AND FOLLOW-UP

- Performance measurements are tracked including the number of clients served, number of services arranged or delivered, and the percentage of clients reporting satisfaction
- Client satisfaction surveys are sent out on an annual basis. The survey will be mailed to clients on June 1, 2013 and the completed surveys are expected back by June 30, 2013. This survey is mandated by the State Department of Aging for all MSSP Sites. In FY 2011-12, a total of 325 current and former clients were sent surveys by MSSP (40 former clients that had moved out of the area or had passed away were excluded). Of these, 189 clients (or 42% of the total clients served) responded to the survey. The survey shows that 93% of clients believe the services provided by MSSP assist them in remaining independent. Of the clients who responded, 65% rated their experience with the staff and services provided by MSSP as excellent or good, while 7% rated their experience with the staff and services as satisfactory. When asked if their case manager understood the individual's problems enough to help, 93% responded "Yes". When asked if they would recommend the MSSP to other people they knew who need services to remain at home, 94% of respondents said "Yes".
- An internal peer review process is conducted bi-monthly and reported to the California State Department of Aging. An external Utilization Review is conducted biennially by the California State Department of Aging.
- 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 toward 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.
- Informal feedback from clients in the form of phone calls, thank you cards or letters expressing satisfaction with the service is tracked.

SUSTAINABLE OPPORTUNITIES

Economic: MSSP contractors, who are Oakland based business operators, employ Oakland residents who provide the necessary services to frail elder program participants. MSSP will continue to invest in the Oakland community by purchasing services and equipment for frail seniors from Oakland based businesses.

Environmental: In conjunction with the USDA and the County Area Agency on Aging, the program ensures that frail elders receive vouchers for fresh produce from Farmer's Markets in Oakland.

Social Equity: Services provided by MSSP make it easier for seniors who are frail and disabled to access services to which they are entitled. The social and 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. MSSP collaboration with Cal MediConnect will further shift services out of institutional settings and into the home and community helping to create a person-centered health care system that is also sustainable.

For questions regarding this report, please contact Karyl Eckels, Senior Services Supervisor-MSSP Site Director, at (510) 238-2225.

Respectfully submitted,



Sara Bedford, Interim Director
Department of Human Services

Reviewed by: Tammy Siu, Manager
DHS -Aging & Adult Service Division

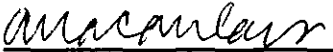
Prepared by: Karyl Eckels, MSSP Supervisor

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Approved as to Form and Legality

OAKLAND CITY COUNCIL


City Attorney

RESOLUTION No. _____ C.M.S.

Introduced by Councilmember _____

A RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO 1) ACCEPT AND APPROPRIATE STATE OF CALIFORNIA STANDARD AGREEMENT FUNDS IN THE AMOUNT OF \$1,405,480 AND ENTER INTO AN AGREEMENT WITH THE STATE OF CALIFORNIA, DEPARTMENT OF AGING FOR THE MULTIPURPOSE SENIOR SERVICES PROGRAM (MSSP) FOR FISCAL YEAR 2013-2014, AND 2) ENTER INTO PROFESSIONAL SERVICE AGREEMENTS WITH VARIOUS VENDORS TO PROVIDE IN-HOME SERVICES TO FRAIL SENIORS FOR THE PERIOD JULY 1, 2013 THROUGH JUNE 30, 2014, WITH A ONE YEAR OPTION TO RENEW

WHEREAS, it is anticipated that the Department of Human Services will receive State of California, Department of Aging, Standard Agreement funds totaling \$1,405,480 for the Continued Program Implementation of the Multipurpose Senior Services Program (MSSP); and

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

WHEREAS, a full waiver of all Central Services Overhead charges in an estimated amount of \$211,468 is required due to limited funding and administrative cost restrictions for grant funding; and

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

WHEREAS, the agreement requires MSSP to purchase in-home supportive services for frail seniors including personal care, respite, emergency response and health care services; and

WHEREAS, staff conducted a Request for Proposal (RFP)/Request for Qualifications (RFQ) process in March 2012, which covered a three year period, and selected vendors for the aforementioned services; and

WHEREAS, the City of Oakland desires to enter in annual contracts with the following vendors selected through the RFP process for amounts not to exceed \$70,000 per provider as indicated below with one year option to renew:

<u>VENDOR</u>	<u>Amount</u>
Bay Area Vital Link Business License #760358	\$70,000
Community Care Services Business License #7951357	\$40,000
Home Instead Business License # 3230422	\$20,000
Phillip Lifeline	\$15,000
Rescue Alert	\$15,000
Right at Home	\$15,000
Asian Network	\$25,000
Horizon Home Health Care Service	\$10,821

; and

WHEREAS, MSSP is a long standing program in the City, the City Council having approved application for the original MSSP Standard Agreement 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 Standard Agreement in the amount of \$1,405,480 from the State Department of Aging for the purpose of allocating said agreement for the Multipurpose Senior Services Program for the period beginning July 1, 2013 and ending June 30, 2014; and be it

FURTHER RESOLVED: That the agreement funds will be deposited in Department of Human Services Fund (2128) Multipurpose Senior Services Program Organization (75231), and Administration/Case Management Support Project (G462210), Case Management Project (G462220), and Waived Services Project (G462230); and be it

FURTHER RESOLVED: That all Central Services Overhead charges in an estimated amount of \$211,468 are hereby waived as is required due to limited funding and administrative cost restrictions for grant funding; and be it

FURTHER RESOLVED: That MSSP is allowed to purchase in-home supportive services and to enter into annual contracts with the following vendors selected through the RFP process for amounts not to exceed \$70,000 per provider as indicated below with one year option to renew without returning to Council:

<u>VENDOR</u>	<u>Amount</u>
Bay Area Vital Link Business License #760358	\$70,000
Community Care Services Business License #7951357	\$40,000
Home instead Business License # 3230422	\$20,000
Phillip Lifeline	\$15,000
Rescue Alert	\$15,000
Right at Home	\$15,000
Asian Network	\$25,000
Horizon Home Health Care Service	\$10,821

; and be it

FURTHER RESOLVED, That the City Council hereby appoints the City Administrator or her designated representative 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, That the City Administrator is authorized to accept and appropriate any additional funding for MSSP without returning to Council.

IN COUNCIL, OAKLAND, CALIFORNIA, _____

PASSED BY THE FOLLOWING VOTE:

AYES - BROOKS, GALLO, GIBSON MCELHANEY, KALB, KAPLAN, REID, SCHAAF and
PRESIDENT KERNIGHAN

NOES -
ABSENT -
ABSTENTION -

ATTEST: _____
LaTonda Simmons
City Clerk and Clerk of the Council
of the City of Oakland, California