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OFFICE OF THE CITY CLERK  
OAKLAND

# AGENDA REPORT

2012 MAY 30 AM 10:50

TO: DEANNA J. SANTANA  
CITY ADMINISTRATOR

FROM: Sara Bedford

SUBJECT: FY 2012-2013 MSSP Standard Agreement DATE: May 22, 2012

City Administrator	Date
<i>Deanna J. Santana</i>	5/22/12
Approval	

COUNCIL DISTRICT: City-Wide

## RECOMMENDATION

Staff recommends that the City Council adopt a resolution authorizing the City Administrator to 1) accept and appropriate standard agreement funds in the amount of \$1,405,480 and enter into standard agreement number MS-1213-01 with the State of California, Department of Aging, for the Multipurpose Senior Services Program (MSSP) for fiscal year 2012-2013, 2) waive the central service overhead cost of \$166,414 and 3) enter into professional service agreements with vendors to provide in-home services to frail seniors for the period July 1, 2012 through June 30, 2012, with two-one year options to extend, in an amount of \$210,821 annually for continued program implementation of the MSSP.

## OUTCOME

MSSP is an ongoing project funded through a Medicaid Waiver received by the California Department of Aging (CDA). The MSSP 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 insure seniors who are frail and disabled are connected to social and health services and other community supports. For 32 consecutive years the City of Oakland MSSP prevented or delay premature nursing home placement.

## BACKGROUND/LEGISLATIVE HISTORY

The City of Oakland has historically accepted the standard agreement funds for the MSSP, and the independent living concept for both the elderly and younger disabled citizens, by supporting the Department of Human Services – Aging and Adult Service division, which 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

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keep frail elders out of nursing homes, safe and independent in their own homes, increasing their quality of life when they are most vulnerable. The City approved similar legislation most recently by Resolution No. 83428 C.M.S., dated June 21, 2011.

### ANALYSIS

The average age of City of Oakland MSSP participants is 83. They are 90.5% 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.

ZIP CODES	NUMBER OF CLIENTS	ZIP CODES	NUMBER OF CLIENTS
94601	50	94610	2
94602	13	94611	14
94603	26	94612	46
94605	34	94618	2
94606	36	94619	4
94607	47	94621	20
94608	32	94704	3
94609	20	94705	6

For FY 2011-2012 as of April 27, 2012, 355 unduplicated clients were served.

The racial breakdown for the program participants is African American (50%), Asian/Pacific Islander (25%), Hispanic (11%), Caucasian (10%), Native American (2%), and Other (2%). The gender breakdown is: Female (83%) and Male (17%).

Staff conducted the Request for Proposal/Qualifications (RFP/Q) process March 12 through March 29, 2012; pursuant to Oakland Municipal Code section 2.01.051 B., for professional service vendors to provide in-home services as required by the standard agreement with the California Department of Aging. In addition to the MSSP Nurses and Social Work Case Managers, these purchased services (e.g., emergency response units and monitoring, non-medical home equipment and personal care items) are essential to keeping frail elders in their home.

### PUBLIC OUTREACH/INTEREST

Referrals come from hospital Discharge Planners, Public Health Nurses, county Social Workers, community outreach presentations and word of mouth.

### COORDINATION

This report was prepared in coordination with the Fiscal Services Division Accountant and the Aging and Adult Services Division Manager. 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 and community based organizations serving the elder population.

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**COST SUMMARY/IMPLICATIONS (Mandatory)**

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...	\$433,158
Case Management Salaries & Benefits .....	\$657,299
Operating Costs .....	\$104,202
<b>TOTAL AGREEMENT/CONTRACT AMOUNT .....</b>	<b>\$1,405,480</b>

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

4. **FISCAL IMPACT:** This on-going agreement is funded by the Tide XIX Social Security Act funds and the State of California General Fund. Funding will be appropriated to Department of Human Services Fund (2128); Multipurpose Senior Services Program Organization (75231); Multipurpose Senior Service Program (YS14), in Project Accounts, and Administration/ Care Management Support Project (G420610), Case Management Project (G420620), and Waived Services Project (G420630). There are no matching funds required. Historically, the City Council has waived Central Services Overhead charges levied against the MSSP since the agreement funds cannot be used for Central Services Overhead costs. The waiver of Central Services Overhead charges in the amount of \$166,414 impacts the General Purpose Fund in that it reduces "recovery" amounts.

**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, 2012 and the completed surveys are expected back by June 30, 2012. This survey is mandated by the State Department of Aging for all MSSP Sites. In FY 2010-11, a total of 391 current and former clients were sent surveys by MSSP (72 former clients that had moved out of the area or had passed away were excluded). Of these, 207 clients (or 53% of the total clients served) responded to the survey. The survey shows that 92% of clients believe the services provided by MSSP assist them in remaining independent. Of the clients who responded, 87% 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, 94% responded "Yes". When

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asked if they would recommend the MSSP to other people they knew who need services to remain at home, 92% 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

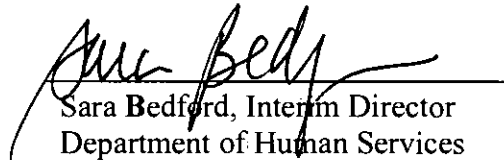
**Economic:** MSSP contractors, who are Oakland based business operators, employ Oakland residents who provide the necessary services to frail elder program participants. MSSP will continue to invest in the Oakland community by purchasing services and equipment for frail seniors from Oakland based businesses.

**Environmental:** In conjunction with the USDA and the County Area Agency on Aging, we insure 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.

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, Supervisor  
Senior Services/MSSP

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*M. Mondan*  
 City Attorney

FILED  
 OFFICE OF THE CITY CLERK  
 OAKLAND  
**OAKLAND CITY COUNCIL**  
**RESOLUTION No. \_\_\_\_\_ C.M.S.**  
 2012 MAY 30 AM 10:50  
 Introduced by Councilmember \_\_\_\_\_

**RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO 1) ACCEPT AND APPROPRIATE STANDARD AGREEMENT FUNDS IN THE AMOUNT OF \$1,405,480 AND ENTER INTO STANDARD AGREEMENT NUMBER MS-1213-01 WITH THE STATE OF CALIFORNIA, DEPARTMENT OF AGING, FOR THE MULTIPURPOSE SENIOR SERVICES PROGRAM (MSSP) FOR FISCAL YEAR 2012-2013, 2) WAIVE THE CENTRAL SERVICE OVERHEAD COST OF \$166,414 AND 3) ENTER INTO PROFESSIONAL SERVICE AGREEMENTS WITH VENDORS TO PROVIDE IN-HOME SERVICES TO FRAIL SENIORS FOR THE PERIOD JULY 1, 2012 THROUGH JUNE 30, 2012, WITH TWO-ONE YEAR OPTIONS TO EXTEND, IN AN AMOUNT OF \$210,821 ANNUALLY FOR CONTINUED PROGRAM IMPLEMENTATION OF THE MSSP**

**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**, the agreement does not pay for Central Services Overhead costs in the amount of \$166,414 for FY 2012-2013, and historically the City has provided an offset to cover the Central Services Overhead costs; and

**WHEREAS**, the purpose of said agreement 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 agreement allows MSSP to purchase in-home supportive services for frail seniors including personal care, respite, emergency response and health care services for a one year period beginning July 1, 2012 and ending June 30, 2013; and

**WHEREAS**, the City of Oakland desires to enter in annual contracts with the following providers for amounts not to exceed \$70,000 per provider as indicated below:

<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, 2012 and ending June 30, 2013; 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 (G420610), Case Management Project (G420620), and Waived Services Project (G420630); and be it

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

**FURTHER RESOLVED:** That MSSP is allowed to purchase in-home supportive services and enter into Professional Service Agreements with providers in amounts not to exceed \$70,000 per provider as indicated above; 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.

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

PASSED BY THE FOLLOWING VOTE:

AYES - BROOKS, BRUNNER, DE LA FUENTE, KAPLAN, KERNIGHAN, NADEL, SCHAAF and PRESIDENT REID

NOES -

ABSENT -

ABSTENTION -

ATTEST: \_\_\_\_\_

LaTonda Simmons  
City Clerk and Clerk of the Council  
of the City of Oakland, California