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OAKLAND

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# AGENDA REPORT

TO: DEANNA J. SANTANA  
CITY ADMINISTRATOR

FROM: Sara Bedford

SUBJECT: Senior Companion/Foster Grandparent  
Programs FY 2013-2014

DATE: April 29, 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 apply for, accept and appropriate grant funds for fiscal year 2013-2014 from 1) the Corporation for National and Community Services (CNCS) in the amount of \$329,802 for the Senior Companion Program (SCP) and Foster Grandparent Program (FGP) and 2) the Alameda County Transportation Commission (ACTC) in the amount of \$92,500 for the SCP/Taxi Up & Go (TUGO) project.

## EXECUTIVE SUMMARY

Staff requests that the City Council approve a resolution authorizing the City Administrator to apply for, accept and appropriate the Senior Companion Program (SCP) grant and Foster Grandparent Program (FGP) grant estimated at \$299,090 and \$30,712 respectively, for a total of \$329,802; and, the Taxi Up & Go (TUGO) - a Senior Companion project in a total of \$92,500. These three grants are funded at an estimated amount of \$422,302. Two of the grants are funded by the Corporation for National and Community Services (CNCS). One grant is funded by Alameda County Transportation Commission. The three grants are scheduled to begin effective July 1, 2013 through June 30, 2014. All grants will provide senior volunteer opportunities to assist frail, monolingual and socially isolated seniors and disadvantaged children, youth and their families.

## OUTCOME

- As a result of City Council authorizing the acceptance of the three grants: 75 low-income SCP and FGP volunteers will have the opportunity to provide in-home and center based assistance to elderly and at risk children/youth program participants.
- Volunteers will perform approximately 78,300 hours of volunteer activities.

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- SCP and FGP volunteers are assigned to twenty one (21) community-based, public and private, station sites, and, are supervised by professionally trained staff
- Elderly clients receiving assistance from Senior Companions will have increased access to resources to maintain their independence in the community.
- At risk/disadvantaged children/youth will have increased their reading levels after being mentored-tutored by Foster Grandparent volunteers.

### **BACKGROUND/LEGISLATIVE HISTORY**

The Senior Companion Program is beginning its thirty seventh year of operation, effective July 26, 2013. Since the passage of the City Council's Resolution No. 56572 C.M.S., dated July 26, 1977, and even with the reduction in funding sources, the program has grown to support over one hundred Senior Companion volunteers.

The purpose of the Senior Companion and Foster Grandparent Programs is to provide meaningful part-time volunteer opportunities for income eligible senior residents in the City of Oakland. Senior Companion volunteers assist frail, monolingual and socially isolated elders. The volunteers provide supportive person to person services to help elderly Oakland residents remain independent in their homes and community.

Foster Grandparent volunteers also provide assistance to K-12 disadvantaged and at risk children and youth. They help children learn to read and care for children/youth with disabilities (i.e. urban stressors, physical and emotionally challenged). Since its inception in 1999, the Foster Grandparents continue to address the needs of children/youth and their families in Oakland.

The SCP and FGP receive funds from the following partnerships/sources:

- Corporation for National and Community Services (CNCS) funds sixty-seven (67) SCP volunteers and eight (8) FGP volunteers.
- Partnership with the Experience Corps allows the FGP to leverage funding for four (4) additional volunteers.
- Alameda County Transportation Commission supports four SCP senior leader volunteers.
- The City of Oakland General Purpose Fund supports staff and volunteer/recognition activities.

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The Senior Companion and Foster Grandparent programs serve vulnerable and disadvantaged residents of Oakland. Both programs serve a dual function in that the elderly clients and students benefit from the assistance provided by volunteers and in turn, the volunteers gain a sense of civic responsibility and satisfaction. Volunteers, clients and students improve the quality of their lives and their respective communities. The Senior Companion Program and Foster Grandparent Program come under the Federal Domestic Volunteer Act of 1973, as amended.

The City of Oakland's SCP and FGP must meet the following guidelines and performance criteria as specified by the Corporation for National and Community Services:

- Each volunteer is required to meet specific program eligibility requirements before conferring the title of Senior Companion or Foster Grandparent. Companions and Grandparents must be age 55 and above, low-income (if receiving a stipend), and have completed thirty (30) hours of pre-service training.
- All volunteers are required to be certified as eligible participants annually and to attend monthly in-service training classes provided by program staff and guest consultants.
- Program staff and site coordinators provide additional training for volunteers placed in child care centers, schools, recreation and Head Start centers.
- Senior Companions and Foster Grandparents, who are income eligible, must volunteer 15 to 20 hours a week to receive a stipend (non-taxable exempt contribution) of \$2.65 per hour of volunteer service. A volunteer may serve up to 1,044 hours annually. Other nominal contributions, to defray the personal expenses of a low-income volunteer wanting to serve his/her community, include small contributions towards lunch at \$2.00 a day, and \$13.00 a month towards the payment for a bus pass and/or auto expenses. These contributions vary and are adjusted based on available funds to provide additional supports for low-income volunteers.

Depending on the availability of funding, Senior Companions and Foster Grandparents may contribute upwards to 82,476 hours of volunteer service. The Senior Companions serve an unduplicated count of 300-650 clients who are frail and/or elderly. Foster Grandparents tutor and mentor 100-150 children and youth who require mentoring and or tutoring assistance. These clients are served annually and a care plan (SC) or activity plan (FG) is maintained on each client to identify the level of service performed by each volunteer.

Community based programs provide staff to volunteer as station supervisors for Senior Companions and Foster Grandparents. The Foster Grandparent and Senior Companion programs partner under a Memorandum of Understanding with eighteen (18) to twenty one (21) community based programs to place volunteers, who are then assigned clients/students, supervised and monitored monthly.

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## ANALYSIS

Senior Companion and Foster Grandparent volunteers will improve the quality of life and some areas of public safety for program participants. The activities and interventions as performed by volunteers will provide increased opportunities to actively engage frail, monolingual and isolated elders in sustaining a sense of independence within the broader community. Disadvantaged children and youth, on the other hand, will have increased opportunities to receive mentoring and tutoring assistance. Families and caregivers will garner a sense of hope for the future of their children. Elders living within the community at large will have increased access to resources and assistance (i.e. companionship, transportation, etc).

## PUBLIC OUTREACH/INTEREST

As required by the Corporation for National and Community (CNCS), the FGP and SCP grant funds must provide volunteer opportunities and client services to Oakland's residents. The Program will outreach to community organizations city wide. This effort is enhanced by the placement and supervision of volunteers in community based stations sites. These stations represent a wide variety of professional, non-profit and private/public service programs (i.e. East Oakland Health Center, Catholic Charities of the East Bay, Allen Temple Arms, Family Bridges, Sojourner Truth Manor, and DeFremery Park & Recreation Center, Eastmont Mall Head Start, Oakland Unified School District and child care centers). The station supervisors coordinate the outreach and matching of volunteers with clients in their service population areas.

Based on the high attrition rate of volunteers due to poor health, death and or moving out of the area, staff will increase the outreach activities in FY 2013-2014 to targeted populations including Spanish speaking, Caucasian, male volunteers and underserved districts.

Additional public outreach or interest in program activities will be posted on the City's website, language appropriate local newspapers and other formats will be utilized to attract and increase the program's target goals.

## COORDINATION

In preparation of this report and resolution, the City Attorney's Office, Budget Office, DHS fiscal services, DHS Interim Director, and the Aging & Adult Services Manager have been consulted.

## COST SUMMARY/IMPLICATIONS

The grant funds estimated at \$422,302 will be appropriated to the Department of Human Services as follows:

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- Grant funds from the Corporation for National and Community Services (CNCS) in the amount of \$299,090 in Fund (2120), Senior Companion Program Organization (75241), and SCP/FED Project (G464210)
- Grant funds from the Corporation for National and Community Services (CNCS) in the amount of \$30,712 in Fund (2120), Foster Grandparent Program Organization (75241), and FGP/FED Project (G464310)
- Grant funds from the Alameda County Transportation Commission (ACTC) in the amount of \$92,500 in Fund (2213), OPED/SCP-TUGO Organization (75621), and OPED/SCP Project (TBD)
- The General Purpose funds will provide \$112,435 in Fund (1010), Senior Companion Program Organization (75421), and SCP/FGP/FED/CITY MATCH FY 2013-14 Projects (G464220 & G464320) for \$107,047 and (G464230 & G464330) for \$5,388 for administrative and volunteer program costs associated with the Senior Companion and Foster Grandparent programs which is currently budgeted for FY 2013-14 budget.

### **FISCAL IMPACT**

The SCP and FGP are targeted for reduced funding in FY13-14 at the federal level from the Corporation for National and Community Services. The City of Oakland's SC/FG programs have been scheduled to be sequestered by a 4% reduction in funds estimated at \$13,192 for both programs. This reduction will impact approximately four volunteers serving in the SC (4.0 volunteers: \$11,066) and FG (0.50 volunteer: \$1,383) programs respectively. The current resolution is for the full amount until the City receives explicit direction from the federal agency.

The sequestration funds do not affect the Taxi-Up & Go project (TUGO). The source of funds is through the Alameda County Transportation Commission GAP Grant.

Under federal guidelines, the administration of SC/FG programs requires that the grant funds go directly to low-income eligible volunteers. There are no income requirements for the clients served by the volunteers. The City's General Purpose Fund (GPF) will provide \$112,435 to support the grant funds and currently budgeted in the FY 2013-2014 budget. The grant monies provide for the volunteer support expenditures including stipends, meals, transportation, liability insurance, recognition, uniform identification badges and other allowable expenses. This presents a substantial reduction in GPF match from the current year and will result in reduced benefits to volunteers (meals, transportation) and reduced staffing for the program.

A full waiver of all Central Services Overhead charges is required, in an estimated amount \$23,615. 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.

### PAST PERFORMANCE, EVALUATION AND FOLLOW-UP

The combined ethnicity of both SCP and FGP volunteers are as follows: Asian /Pacific Islander (60 %), African American (30 %), Hispanic (3%), Caucasian (4%) and other (3%).

The Senior Companion and Foster Grandparent Programs are monitored by the Corporation for National and Community Services annually. In addition, both programs are required to complete additional assessments/surveys annually to review the quality of service performed. The FY: 2012 surveys were distributed and received from the following participants:

1. Annual satisfaction surveys of 300 clients.
2. Annual satisfaction surveys of 100 volunteers.
3. Annual satisfaction surveys of 16 station supervisors.
4. Annual volunteer performance evaluations: 60 were completed by station supervisors.
5. The Corporation for National and Community Services performs annual site monitoring visits to assess the program and fiscal management of both the Senior Companion and Foster Grandparent programs.

Additionally, Oakland Senior Companion Assessment and Referral Program (OSCAR), in partnership with the Oakland Fire Department, completed over six hundred 911 Registry assessments forms. This partnership demonstrates an innovative approach to engage Senior Companion volunteers in civic/public safety assignments.

The Oakland Senior Companion Program in partnership with the Oakland Paratransit for the Elderly and Disabled Program (OPED) created the Taxi-Up & Go Program (TUGO). The program escorted and trained frail/monolingual and socially isolated clients to use the scrip/voucher system. Senior Companions and program staff trained caregivers and station supervisors to use the scrip/voucher system. Senior Companions assisted over 300 clients/caregivers to access taxi transportation primarily for medical and shopping appointments.

Ninety percent (95%) of the clients surveyed in FY12 reported that Senior Companion volunteers helped them to stay connected to resources in the community. Station Supervisors reported that their Foster Grandparent volunteers made a difference in the lives of children and youth they mentored and helped to develop social skills. Students assisted by Foster Grandparents are annually assessed and evaluated by professional staff.

Senior volunteer services (SCP/FGP) will continue to use client and volunteer surveys, outside contract/consultants and evaluation formats to assess and enhance the program's performance in general; and specifically to increase the number of survey respondents.

### SUSTAINABLE OPPORTUNITIES

**Economic:** Eligible senior volunteers receive non-taxable supplemental income to defray the high cost of living on fixed incomes. The SCP and FGP clients will serve to benefit and reduce the costs associated with aging, isolation, limited supports and institutionalization; and, at risk youth/children will decrease dropout rates by increasing their school attendance (i.e. thus minimizing the juvenile detention factor at a potential cost savings to taxpayers).

**Environmental:** The report has no environmental impact.

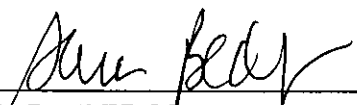
**Social Equity:** Through an extensive network of community based programs, senior volunteers perform civic engagement interventions that make their neighborhoods stronger by helping frail and isolated elders, children and youth that are at risk and have special needs with social, educational and health related activities.

### DISABILITY AND SENIOR CITIZEN ACCESS

The Department of Human Services provides opportunities for equal access for people with disabilities and senior citizens to all programs, services and activities which result in the preservation of dignity, the right to independence, and the ability to live self-directed lives.

For questions regarding this report, please contact Andrea Turner, Senior Services Supervisor at 510-238-2987.

Respectfully submitted,

  
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SARA BEDFORD, Interim Director  
Department of Human Services

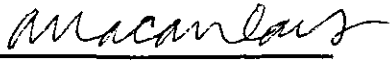
*Reviewed by:* Tammy Siu, Manager  
Aging & Adult Services Division

*Prepared by:* Andrea Turner, Supervisor  
Senior Companion & Foster Grandparent Programs

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Approved as to Form and Legality

  
City Attorney

2013 MAY 15 AM 11:05 OAKLAND CITY COUNCIL

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

Introduced by Councilmember \_\_\_\_\_

A RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO APPLY FOR, ACCEPT AND APPROPRIATE GRANT FUNDS FOR FISCAL YEAR 2013-2014 FROM 1) THE CORPORATION FOR NATIONAL AND COMMUNITY SERVICES (CNCS) IN THE AMOUNT OF \$329,802 FOR THE SENIOR COMPANION PROGRAM (SCP) AND FOSTER GRANDPARENT PROGRAM (FGP) AND 2) THE ALAMEDA COUNTY TRANSPORTATION COMMISSION (ACTC) IN THE AMOUNT OF \$92,500 FOR THE SCP/TAXI UP & GO (TUGO) PROJECT

WHEREAS, the City Council by Resolution No. 56572 C.M.S. dated July 26, 1977 applied for and received funds from the Corporation for National and Community Services (formerly, "ACTION") for the first City of Oakland Senior Companion Program (SCP) and in 1999 added the Foster Grandparent Program (FGP); and

WHEREAS, the City of Oakland SCP and FGP provide meaningful part-time volunteer opportunities for income eligible older persons who provide supportive assistance to the elderly, children and youth and their family members; and

WHEREAS, in order to continue funding low-income senior volunteers for the fiscal year of July 1, 2013 through June 30, 2014 the City of Oakland wishes to apply for and accept grant funds from the Corporation for National and Community Services (hereinafter, "CNCS") in the amounts of \$299,090 for SCP and \$30,712 for FGP; and

WHEREAS, in order to continue supporting senior transportation assistance for the fiscal year of July 1, 2013 through June 30, 2014 the City of Oakland wishes to apply for and accept grant funds from the Alameda County Transportation Commission (ACTC) in the amount of \$92,500 for the SCP; and

WHEREAS, the City will continue to support the SCP and FGP by paying a portion of the program staff salaries, fringe benefits and volunteer recognition activities from the General Purpose Fund (GPF) in the amount of \$112,435 for 2013-2014; and

WHEREAS, 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 \$23,615. A waiver is necessary for this program in FY 2013-2014 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; now, therefore, be it

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**RESOLVED**, That the City Administrator or her designee is hereby authorized and directed to apply for and accept the aforesaid grants and appropriate said funds to the City of Oakland SCP and FGP; and be it

**FURTHER RESOLVED:** That the City Council authorizes the City Administrator or her designee to conduct all negotiations, execute and submit all documents and take the related actions that may be necessary for completion of the aforementioned grants without returning to Council; and be it

**FURTHER RESOLVED:** That grant funds from the CNCS in the amount of \$299,090 will be deposited to Federal Fund (2120), Senior Companion Program Organization (75241), and SCP/FED Project (G464210); and be it

**FURTHER RESOLVED:** That grant funds from CNCS in the amount of \$30,712 will be deposited to Federal Fund (2120), Foster Grandparent Program Organization (75241), and FGP/FED Project (G464310); and be it

**FURTHER RESOLVED:** That grant funds from the ACTC in the amount of \$92,500 will be deposited to DHS Fund (2213), OPED/SCP Organization (75621) for the SCP/TUGO Project (TBD); and be it

**FURTHER RESOLVED:** That the General Purpose funds will provide \$112,435 in Fund (1010), Senior Companion Program Organization (75241), and SCP/FGP/FED/City Match FY 2013-14 Projects (G464220 & G464320) for \$107,047 and (G464230 & G464330) for \$5,388 for administrative and volunteer program costs associated with the Senior Companion and Foster Grandparent programs which is currently budgeted for FY 2013-14 budget; and be it

**FURTHER RESOLVED:** That all Central Services Overhead charges in an estimated amount of \$23,615 are waived, as has been done in all of the past years, and as is necessary for this program in FY 2013-2014 due to limited funding and administrative cost restrictions for grant funding; and be it

**FURTHER RESOLVED:** That should additional funds be received, the City Administrator or her designee is authorized to appropriate it for the purpose described above without returning to City Council.

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

PASSED BY THE FOLLOWING VOTE:

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

NOES-

ABSENT-

ABSTENTION-

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