

CITY OF OAKLAND
AGENDA REPORT

2007 MAY 22 11:34:42

TO: Office of the City Administrator
ATTN: Deborah Edgerly
FROM: Department of Human Services
DATE: May 22, 2007

RE: Resolution Authorizing The City Administrator To Apply For And Accept A Grant In The Amount Of \$1,756,850 From The State Department Of Aging For The Multipurpose Senior Services Program For The Fiscal Year 2007-2008

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 2007-2008 in the amount of \$1,756,850. The resolution would also authorize a general fund offset of \$142,304 for central service overhead charges. The grant allows MSSP to spend \$318,253 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

Funding for this on-going grant 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 \$1,756,850 for one year. Resolution #79308 C.M.S. June 21, 2005, allocated \$308,000 of the grant to contract with 11 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, 2005. The \$308,000 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 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 (G307410), Case Management Project (G307420), and Waived Services Project (G307430). There are no matching funds required.

Historically, the City Council has waived Central Services Overhead charges levied against the MSSP. The waiver of Central Services Overhead charges in the amount of \$142,304 impacts the General Purpose Fund in that it reduces "recovery" which is essentially revenue to the General Purpose Fund.

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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 390 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 390 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 #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 \$308,000 is part of the total budget that is set aside to purchase services for clients. The Multipurpose Senior Services Program staff completed a RFP process to acquire new vendor contracts in 2005. A total of eleven (11) vendors were selected; of these, nine (9) continue to provide services to MSSP clients (one vendor could not meet the Living Wage requirements and one is no longer in business). The in-home services provider agencies include Alta Bates Summit Medical Center Lifeline, Asian Network, Inc., A Warm Embrace, Inc., Bay Area Community Services, Bay Area Vital Link, Inc., Community Care Services, Manos Home Care, Nightingale Nursing, and Steve's Property Services.

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.

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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 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*.

MSSP is a medical and psychosocial model care management program. The care management process involves an initial detailed in-home psychosocial and health assessment, two quarterly visits per year, a six-month recertification 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, 2007 and the results are expected back by June 30, 2007.

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 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 2006-2007, 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, 2006 to March 30, 2007 residing in each zip code is listed in Table 1.

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Table 1: MSSP CLIENTS BY ZIP CODE

ZIP CODES	% CLIENTS	ZIP CODES	% CLIENTS
94601	9.2	94610	2.0
94602	2.4	94611	4.5
94603	6.8	94612	12.4
94605	6.8	94618	.50
94606	9.2	94619	1.8
94607	17.9	94621	5.5
94608	11.6	94704	.7
94609	7.7	94705	1.0

For FY 2006-2007 as of March 30, 2007, the ethnic breakdown for the program participants is African American (61.7%), Asian/Pacific Islander (21.2%), Caucasian (8.2%), Hispanic (8.12%), Middle Eastern (.26%), Native American (.26%), and no identification of ethnicity (.26%).

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, 2007 and the completed surveys are expected back by June 30, 2007. This survey is mandated by the State Department of Aging for all MSSP Sites. In FY 2006-07, a total of 485 unduplicated clients were served by MSSP. Of these, 200 clients (or 41% of the total clients served) responded to the survey.

The survey shows that 96% of clients believe the services provided by MSSP assist them in remaining independent (191 Yes, 2 No, 7 Blank). Of the clients who responded, 89% rated their experience with the staff and services provided by MSSP as good or excellent (134 Excellent, 44 Good, 9 Satisfactory, 1 Poor and 12 Blank). When asked if their case manager understands the *individual's problems enough to help*, 99% 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".

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.

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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.

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.

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

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, disabled seniors in the City of Oakland for 28 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.

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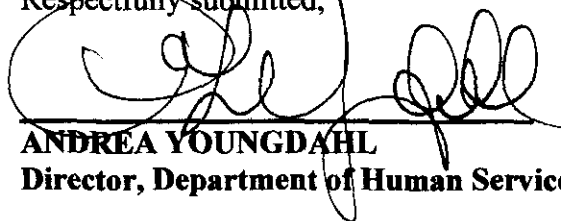
RECOMMENDATION(S) AND RATIONALE

Staff recommends that the City Council approve a resolution authorizing the City Administrator to apply for and accept a grant in the amount of \$1,756,850.00 from the State Department of Aging for the Multipurpose Senior Services Program for fiscal year 2007-2008. 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

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 \$1,756,850.00 from the State Department of Aging for the Multipurpose Senior Services Program for fiscal year 2007-2008.

Respectfully submitted,

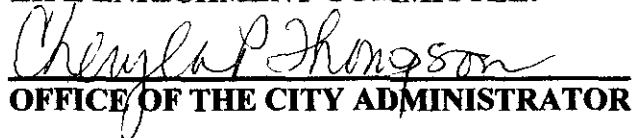


ANDREA YOUNGDAHL
Director, Department of Human Services

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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OAKLAND CITY COUNCIL

Margaret Acuña
City Attorney

RESOLUTION NO. _____ C.M.S.

RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO APPLY FOR AND ACCEPT A GRANT IN THE AMOUNT OF \$1,756,850 FROM THE STATE DEPARTMENT OF AGING FOR THE MULTIPURPOSE SENIOR SERVICES PROGRAM FOR THE FISCAL YEAR 2007-2008

WHEREAS, the State Department of Aging is willing to allocate a grant to the Multipurpose Senior Services Program (MSSP) in the amount of \$1,756,850 for the period beginning July 1, 2007 and ending June 30, 2008; and

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

WHEREAS, since the grant does not pay for Central Services Overhead costs, and the City has historically provided an offset to cover the Central Services Overhead costs, the Adopted Policy Budget will include an allocation of \$142,304 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, 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 \$1,756,850 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, 2007 and ending June 30, 2008; 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# G307410), Case Management (Project# G307420), and Waived Services (Project# G307430); and be it

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

FURTHER RESOLVED: That should additional funds be received, the City Administrator or her designee is hereby authorized to appropriate said funds for the purposes described 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, _____, 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