

FILED
OFFICE OF THE CITY CLERK
OAKLAND

2009 MAY 14 PM 4:30

CITY OF OAKLAND AGENDA REPORT

TO: Office of the City Administrator
ATTN: Dan Lindheim
FROM: Department of Human Services
DATE: May 26, 2009

RE: **Resolution Authorizing The City Administrator To Apply For, Accept, And Appropriate Grant Funds From The Alameda County Area Agency On Aging In The Amount Of \$206,184 For The Linkages Program And \$8,057 For The Respite Program For Fiscal Year 2009-2010; And Authorizing The City Administrator To Apply For And Accept \$283,130 From Alameda County For Targeted Case Management Claims; And Authorizing The Appropriation And Allocation Of A Balance Of \$21,090 In The Linkages Handipark Funds For The Linkages Program Fiscal Year 2009-2010**

SUMMARY

Staff recommends that the City Council approve a resolution authorizing the City Administrator to apply for and accept grant funds from the Alameda County Area Agency on Aging in the amount of \$206,184 for the Linkages Program and \$8,057 for the Respite Program, and authorizing the City Administrator to apply for and accept \$283,130 from Alameda County for Targeted Case Management claims; and authorizing acceptance and appropriation of \$21,090 Linkages Handipark funds for the Linkages Program in fiscal year 2009-2010. The City of Oakland will use the funds to provide comprehensive case management services to adults with disabilities and frail elders.

FISCAL IMPACT

Funding for these on-going grants is appropriated in the Department of Human Services Budget. The proposed resolution authorizes the acceptance of \$206,184 from Alameda County Area Agency on Aging and will be deposited in California Department of Aging Grant Fund (2132), Linkages Program Organization (75221), and Linkages Program Project (G363610); \$8,057 from Alameda County Area Agency on Aging will be deposited in California Department of Aging Grant Fund (2132), Linkages Program Organization (75221), and Respite Program Project (G363620); \$283,130 from Alameda County appropriated in County of Alameda Grants Fund (2160), Linkages Program Organization (75221), and Targeted Case Management Claims Project (G360710), and the appropriation of \$21,090 from the Linkages Handipark Fund (2410), Linkages Program Organization (75221), and Handipark FY 09-10 Project (G360510). The \$206,184 grant from Alameda County Area Agency on Aging for Linkages and the \$8,057 grant

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for Respite represented a 7% reduction from prior funding levels due to the budget reductions in the Governor's budget for services provided through the California Department of Aging. The City will provide a match of \$186,250 and funds will be allocated from General Fund (1010), Linkages Program Organization (75221), and City of Oakland Contribution Project (G363630).

The grants do not pay for Central Services Overhead costs. Historically, the City Council has waived those charges levied on the Linkages Program. A waiver for the Central Services Overhead in the amount of \$66,837 is necessary for FY 2009-2010.

BACKGROUND

The City of Oakland has offered Linkages Program services since 1985 and continues to provide care management to functionally impaired adults and seniors who are at risk of being placed into nursing homes. The Linkages Program historically served an average of 200 clients every month. This last year, the contracted client numbers was reduced to 186 clients due to the decrease in funding levels from previous years; however staff continue to serve up to approximately 200 clients each month. Services are provided to clients 18 years of age or older who require in-home assistance with activities of daily living such as housekeeping, shopping or meal preparation, bathing, toileting, eating, or dressing.

KEY ISSUES AND IMPACTS

The Linkages Program serves an important role in the long-term care continuum of services within the City of Oakland. There is no other care management program operating within Oakland which utilizes the Linkages model to serve the younger functionally impaired population. The Linkages Program fills this gap in services. The capacity to serve more than 200 clients is limited by the existing funding level. The Linkages model includes care management services for younger adults and frail seniors who might not otherwise be eligible for services because of their age or level of disability.

PROGRAM DESCRIPTION

The goals of the Linkages Program include promotion of client self-determination and fostering of independent living for clients (within the least restrictive environment and in their own communities). The Linkages Program is an active participant in the Alameda County and statewide Long Term Care Coalitions as well as the Linkages Site Association. The program advocates for a seamless continuum of care and service coordination in collaboration with other community-based long-term care organizations (e.g., Alameda County Area Agency on Aging, Alameda County Health Care Services Agency, Lifelong Over 60 Health Clinic, Alameda County Social Services, Alzheimer's Services of the East Bay and Bay Area Community Services).

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Client referrals are received from various sources, such as the local acute care hospitals, community outpatient health clinics, home health agencies, Alameda County Social Services Agency, churches and adult day health care programs. Clients also self-refer to the program for services. Linkages Care Managers discharge an average of eight (8) clients per month due to death, residential relocation, client's request, or lack of need for services. Eight (8) new clients, on average, are enrolled per month.

Client care management includes a comprehensive psychosocial and health assessment two times per year, care plan development, arrangement and/or purchase of services (such as the Respite Program), quarterly home visits and monthly telephone monitoring. The Linkages Program model includes the provision of long term care information and referral, which requires that staff have in-depth knowledge of community resources for seniors, seniors with disability and younger adults with disability.

The Linkages Program receives telephone calls requesting information on resources within the City of Oakland, Alameda County, San Francisco and surrounding East Bay cities. The Linkages Program responds to approximately 1,100 telephone requests for information and referral yearly.

Targeted Case Management Claims are a part of the Linkages Program whereby Medi-Cal partially reimburses the Department of Human Services for the cost of providing case management services to at-risk adults under Medi-Cal. Claims are submitted to Alameda County Health Care Services, which coordinates all such claims within Alameda County with the California State Department of Health Services.

During FY 2008-2009 through March 31, 2009, Linkages clients live in most zip codes of Oakland as well as seven Berkeley zip codes and one Alameda zip code (see Table 1). This reflects the requirement effective FY 2005-2006 from the Alameda County Area Agency on Aging Linkages Program grant that Linkages care management services be expanded to serve North County, which is defined as the cities of Alameda, Albany, Berkeley, Emeryville and Oakland. The Linkages Program will continue to serve 186 to 200 adults with disabilities and frail elders each month, with the goal being that approximately 90% will be Oakland residents. As of March 31, 2009, 88% of the clients served by the Linkages program are Oakland residents.

Table 1: LINKAGES CLIENTS BY ZIP CODE

ZIP CODES	NUMBER OF CLIENTS	ZIP CODES	NUMBER OF CLIENTS
94501	9	94612	18
94601	20	94619	13
94602	11	91621	24
94603	23	94623	1
94605	33	94702	7
94606	9	94703	3
94607	16	94704	1
94608	26	94705	2
94609	20	94706	2
94610	4	94708	1
94611	7	94709	6

For FY 2008-2009 as of March 31, 2009, the Linkages client's race/ethnicity breakdown is: African American (65%), Caucasian (19%), Hispanic (6%), Asian/Pacific Islander (7%), Native American (1%), and Other (2%). The age breakdown is: 23-34 years (3%), 35-44 years (5%), 45-54 years (16%), 55-64 years (35%), 65-74 years (11%), 75-84 years (16%), 85 – 94 years (11%), and 94 – 101 years (3%). The gender breakdown is: Female (69%) and Male (31%).

EVALUATION OF PAST PERFORMANCE

Linkages relies on a variety of mechanisms to assess its service quality; with formal client satisfaction surveys sent to clients on an annual basis. The survey will be mailed to clients on June 1, 2009. The completed surveys are expected back by June 30, 2009.

For FY 2007-2008, a total of 265 questionnaires were mailed to former or current clients. Of these, 73 questionnaires (or 28%) were returned. Of the clients who responded, 90% rated their experience with the staff and services provided by Linkages as good or excellent. When asked if their case manager understood the individual's problems enough to help, 99% responded "Yes" (One respondent left this question blank). When asked if the assistance received from Linkages helped them to remain independent, 94% of respondents said "Yes" (Four respondents left this question blank).

Measurable program objectives include: providing case management services to an average of 186 low income frail seniors and/or adults with disabilities per month, conducting 265 reassessments and 335 quarterly home visits annually, conducting monthly telephone monitoring of clients' health, functioning, and supports, and responding to 1,100 telephone or face-to-face inquiries for information and referral assistance annually. Please note that program objectives were reduced for FY 08-09, consistent with a 7% reduction from prior funding levels, because of

reductions in the Governor's budget for services provided through the California Department of Aging.

Performance measurements include: Number of clients (internal or external) served, number of services (internal or external, direct or indirect) delivered, and percentage of clients (internal or external) reporting satisfaction.

Informal feedback is received from clients via phone calls, thank you cards, and letters expressing that their needs were met and they are satisfied with the services. One client letter received recently states "Linkages is one of the best support services that I've come across both as a client and as a former college advisor, who used to work with students who needed similar social services....Prior to Linkages, I had spent four years within the walls of my apartment complex without any reason to take care of myself."

SUSTAINABLE OPPORTUNITIES

Economic: Linkages' arrangement and/or purchase of services and assistive devices for clients are purchased locally whenever possible.

Linkages' arrangement of in-home care workers creates jobs for Oakland citizens.

Linkages' saves MediCal Long Term Care expenditures by keeping individuals living in the community and preventing or delaying institutionalization in costly skilled nursing facilities.

Environmental: Linkages' arrangement of paratransit results in "carpooling", thereby reducing the use of individual autos which reduces harmful auto emissions.

Social Equity: Linkages care management activities link frail seniors, isolated and low income seniors, and adults with disabilities to life enriching and life sustaining services and helps individuals maintain their independence and dignity.

Linkages' arrangement of vocational education, training and rehabilitation helps low income and clients with disabilities return to the workforce.

DISABILITY AND SENIOR CITIZEN ACCESS

The Linkages Program is the only program in the City utilizing a "broker case management model" to bring critical services to adults eighteen (18) years of age and older with disabilities and frail elders. Care management services are provided in the client's home or community.

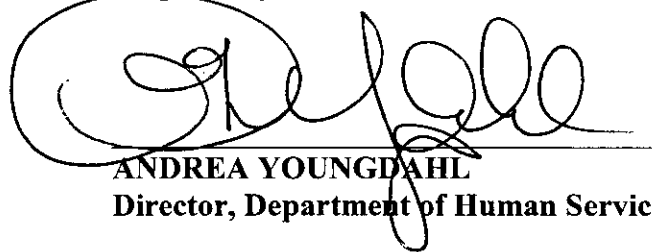
RECOMMENDATION(S) AND RATIONALE

Staff recommends that the City Council approve a resolution which will ensure the continuation of Linkages services to Oakland frail seniors and adults with disabilities, and help them sustain their independence by authorizing the City Administrator to apply for and accept grant funds from the Alameda County Area Agency on Aging in the amount of \$206,184 for the Linkages Program and \$8,057 for the Respite Program; authorizing the City Administrator to apply for and accept \$280,000 from Alameda County for Targeted Case Management Claims; and authorizing the acceptance and appropriation of \$21,090 Linkages Handipark funds for the Linkages Program in Fiscal Year 2009-2010.

ACTION REQUESTED OF THE CITY COUNCIL

That the City Council approve a resolution authorizing the City Administrator to apply for, accept, and appropriate grant funds from Alameda County Area Agency on Aging in the amount of \$206,184 for the Linkages Program and \$8,057 for the Respite Program and authorizing the City Administrator to apply for and accept \$283,130 from Alameda County for a Targeted Case Management Claim and authorizing the appropriation of \$21,090 Linkages Handipark funds for the Linkages Program in Fiscal Year 2009-2010.

Respectfully submitted,

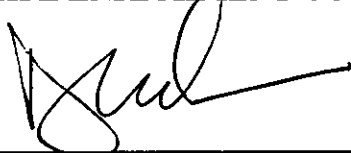


ANDREA YOUNGDAHL
Director, Department of Human Services

Reviewed by:
Brendalynn Goodall, Manager
Aging and Adult Services

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

**APPROVED AND FORWARDED TO THE
LIFE ENRICHMENT COMMITTEE:**



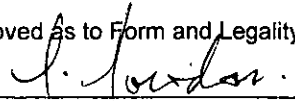
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Approved as to Form and Legality


Oakland City Attorney's Office

OAKLAND CITY COUNCIL

Resolution No. _____ C.M.S.

RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO APPLY FOR, ACCEPT, AND APPROPRIATE GRANT FUNDS FROM THE ALAMEDA COUNTY AREA AGENCY ON AGING IN THE AMOUNT OF \$206,184 FOR THE LINKAGES PROGRAM AND \$8,057 FOR THE RESPITE PROGRAM FOR FISCAL YEAR 2009-2010; AND AUTHORIZING THE CITY ADMINISTRATOR TO APPLY FOR AND ACCEPT \$283,130 FROM ALAMEDA COUNTY FOR TARGETED CASE MANAGEMENT CLAIMS; AND AUTHORIZING THE APPROPRIATION AND ALLOCATION OF A-BALANCE OF \$21,090 IN THE LINKAGES HANDIPARK FUNDS FOR THE LINKAGES PROGRAM FISCAL YEAR 2009-2010

WHEREAS, the City of Oakland desires to apply for and accept grants and offsetting revenues from Alameda County Area Agency on Aging in the amount of \$206,184 to fund the Linkages Program and in the amount of \$8,057 to fund the Respite Program for the period July 1, 2009 through June 30, 2010; and

WHEREAS, the City of Oakland desires to apply for and accept a grant and offsetting revenues in the amount of \$283,130 from Alameda County for Targeted Case Management claims. This revenue will allow the Linkages Program to provide additional case management services to adult Oakland residents who are elderly and/or have disabilities; and

WHEREAS, the above-referenced programs provide essential services to functionally impaired young adults and seniors within the City of Oakland who are at risk of being placed in nursing homes; and

WHEREAS, these grants do not pay for Central Services Overhead costs in the amount of \$66,837 for FY 2009-2010, and historically the City has provided an offset to cover the Central Services Overhead costs; and

WHEREAS, the Linkages Program has a Handipark Fund balance exceeding \$21,090 that the City desires to appropriate and allocate for fiscal year 2009-2010; and

WHEREAS, the City is required to provide a match of \$186,250 from the City of Oakland Contribution Project; now, therefore, be it

RESOLVED: That the City Council authorizes the City Administrator or his designee to apply for and accept grants in the amount of \$206,184 to fund the Linkages Program and in the amount of \$8,057 to fund the Respite Program to be deposited in California Department of Aging Fund (2132), Linkages Program Organization (75221); and be it

FURTHER RESOLVED: That the City Council authorizes the City Administrator or his designee to apply for and accept grants in the amount of \$283,130 from Alameda County for Targeted Case Management Project (G360710) claims to be deposited in County of Alameda Grants Fund (2160), Linkages Program Organization (75221); and be it

FURTHER RESOLVED: That the amount of \$21,090 in Linkages Handipark Fund Balance (2410) be appropriated and allocated in California Department of Transportation Fund (2410), Linkages Program Organization (75221), Handipark Project (G360510), to cover the Linkages Program costs; and be it

FURTHER RESOLVED: That the City provide a match of \$186,250 and these funds be allocated from General Purpose Fund (1010), Linkages Program Organization (75221); City of Oakland Contribution Project (G363630); and be it

FURTHER RESOLVED: That the Central Services Overhead costs of \$66,837 are hereby waived; and be it

FURTHER RESOLVED: That should any additional grant funds or offsetting revenues be received, the City Administrator or his designee is hereby authorized to appropriate same for the purpose described above; and be it

FURTHER RESOLVED: That the City Council authorizes the City Administrator or his designee 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 grants in accordance with their basic purpose without returning to City Council; and be it

FURTHER RESOLVED: That a copy of said agreements shall be reviewed by the Office of the City Attorney as to form and legality and be filed in the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA, _____

PASSED BY THE FOLLOWING VOTE:

AYES - BROOKS, DE LA FUENTE, KAPLAN, KERNIGHAN, NADEL, QUAN, REID, AND PRESIDENT BRUNNER

NOES -

ABSENT -

ABSTENTION -

ATTEST:

LATONDA SIMMONS
City Clerk and Clerk of the Council of
the City of Oakland, California