



AGENDA REPORT

TO: Edward D. Reiskin
City Administrator

FROM: Sara Bedford
Director, Human Services

SUBJECT: Resolution Amendment for California
Department of Aging-Standard
Agreement-MSSP

DATE: April 18, 2022

City Administrator Approval

Date: May 3, 2022

RECOMMENDATION

Staff Recommends That The City Council Adopt A Resolution Amending Resolution No. 88714 C.M.S., Authorizing The City Administrator To Accept And Appropriate From The California Department Of Aging (CDA) Additional Funds In The Amount Of \$109,765 For The Multipurpose Senior Services Program (MSSP) For Fiscal Year (FY) 2021-2022.

EXECUTIVE SUMMARY

Adoption of the proposed resolution will amend Resolution No. 88714 C.M.S., allowing the City Administrator to apply for and accept funds from the State of California, Department of Aging for the Multipurpose Senior Service Program (MSSP) in the amount of \$1,866,599. This is an increase of \$109,765 over the current \$1,756,834 in the form of reimbursements for the continued implementation of the Multipurpose Senior Services Program (MSSP) for Fiscal Year (FY) 2021-2022.

BACKGROUND / LEGISLATIVE HISTORY

The City of Oakland's Human Services Department, (HSD) 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 that put them at risk of early death or institutionalization. MSSP provides culturally appropriate comprehensive 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.

In 2021 the Centers for Medicare & Medicaid Services (CMS) approved an amendment of the Multipurpose Senior Services Program (MSSP) submitted by The Department of Health Care Services (DHCS) and the California Department of Aging (CDA). The amendment added participant slots and corresponding funding effective January 1, 2022.

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ANALYSIS AND POLICY ALTERNATIVES

MSSP provides in-home supportive services to over 355 unduplicated, frail, and low-income elderly program participants who are at-risk of nursing home placement, which includes case management and purchase of services including non-medical devices, medical alert services, and home accommodations among others. MSSP is essential to securing the safety net for frail elders of Oakland and ensures their ability to age in the least restrictive environment – their own home.

The Citywide priorities advanced by this recommended policy action includes Holistic community safety and Housing, economic, and cultural security for the elderly.

The Multipurpose Senior Services Program (MSSP) is a City of Oakland- Adult & Aging Services, case management program that serves MediCal eligible seniors, over 65, to remain safe and living independently in the community.

Since the adoption of Resolution No. 88714 C.M.S. by City Council on June 15, 2021, and despite the ongoing pandemic, only four (4) of the 304 MSSP participants have contracted COVID-19, and none passed away from the virus. MSSP Nurse and Social Work Case Managers ensure clients have appropriate health care including vaccinations and that participants have the necessary supports and services to remain safe and secure in their homes. City staff also coordinated with food programs to deliver meals and groceries, to guarantee that nutrition and hunger would not be a worry for MSSP participants. Case managers made regular phone call visits when in person visits were not safe.

The proposed resolution will sustain funding to serve an additional 41 participants per month raising our maximum per month capacity from 328 to 369. An increase of \$19,452 of the funds is designated for purchase of goods and professional services for the participants.

FISCAL IMPACT

This on-going agreement is funded by the Title XIX, Social Security Act Funds, and the State of California General Fund. This funding will be appropriated in the Health and Human Services Fund (2128), Multipurpose Senior Services Program Organization (75231), Empowering Seniors & People with Disability Program (YS14), and Administration/ Care Management Support Project/Award (1005549/23370), Case Management Project/Award (1005550/23370), and Waived Services Project/Award (1005551/23370).

This MSSP funding augmentation raises the total amount for fiscal year 2021-2022 from \$1,756,834 to \$1,866,599. The annual per-slot rate is \$5,059 per year. Compared to the San Francisco Bay Area annual nursing home rate of \$182,500, MSSP remains a significant cost savings for taxpayers and provides a more community centered set of services.

1. AMOUNT OF RECOMMENDATION/COST OF PROJECT:

Project Delivery	\$ 1,706,599
Professional Services	\$160,00
Contracts/Purchases	
TOTAL PROJECT COSTS	\$1,866,599

2. COST ELEMENTS OF AGREEMENT/CONTRACT:

Professional Services Contracts/Purchases	\$160,000
Management/Support/Administration Salaries & Benefits...	\$518,235
Case Management Salaries & Benefits	\$1,160,849
Operating Costs	\$27,515
TOTAL AGREEMENT/CONTRACT AMOUNT	\$1,866,599

PUBLIC OUTREACH / INTEREST

No outreach was deemed necessary for the proposed policy action beyond the standard City Council noticing procedures.

COORDINATION

The Human Services Department, Budget Bureau and Office of the City Attorney were consulted in the preparation of this report and resolution.

PAST PERFORMANCE, EVALUATION AND FOLLOW-UP

Performance measurements are tracked, including the number of clients served, number of services arranged or delivered, wait time for referrals, and the percentage of clients reporting satisfaction.

Client satisfaction surveys are sent on an annual basis and is mandated by the State Department of Aging for all MSSP Sites. In FY 2019-20, a total of 298 current and former clients were sent surveys by MSSP (former clients that had moved out of the area or had passed away were excluded). Of these, 137 clients (or 46% of the total clients sent surveys)

responded to the survey. The survey shows that 95% of clients believe the services provided by MSSP assist them in remaining independent. Of the clients who responded, 91% rated their experience with the staff and services provided by MSSP as excellent or good, while 6% rated their experience with the staff and services as satisfactory, 3% left this question blank. When asked if their case manager understood the individual's problems enough to help, 95 percent responded "Yes." When asked if they would recommend the MSSP to other people they knew who need services to remain at home, 92 percent of respondents said "Yes".

The annual internal peer review process was conducted on March 1, 2022 and will be reported to the CDA with the 3rd Quarter report.

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: There are no direct environmental impacts associated with the City Council action requested in this agenda report.

Race & Equity: The average age of the City of Oakland MSSP participants is 82. Eighty-nine percent of participants are people of color, and 100 percent are low-income.

Edward D. Reiskin, City Administrator

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ACTION REQUESTED OF THE CITY COUNCIL

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For questions regarding this report, please contact Scott Means, Aging and Adult Services Manager at (510) 238-6137.

Respectfully submitted,



SARA BEDFORD

Director, Human Services Department

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Aging and Adult Services Division
Human Services Department

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Multipurpose Senior Services Program
Human Services Department

City Council
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