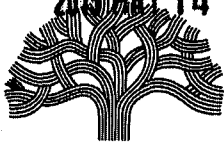


2015 MAY 14 AM 10:16



CITY OF OAKLAND

AGENDA REPORT

TO: John A. Flores
Interim City Administrator

FROM: Sara Bedford

SUBJECT: MSSP FY 2015-2016 Standard Agreement **DATE:** May 11, 2015

City Administrator
Approval



Date

5/13/15

COUNCIL DISTRICT: # or City-Wide

RECOMMENDATION

The staff recommends that the City Council adopt:

A Resolution Authorizing The City Administrator To 1) Apply For, Accept And Appropriate State Of California Standard Agreement Funds In The Amount Of \$1,405,480 And Enter Into Agreement Number Ms-1516-01 With The State Of California Department Of Aging For The Multipurpose Senior Services Program (MSSP) For Fiscal Year 2015-2016, And 2) Enter Into Professional Service Agreements With Various Vendors To Provide In-Home Services To Frail Seniors For The Period July 1, 2015 Through June 30, 2016 In A Total Amount Not To Exceed \$210,821; And Waiving The Request For Proposal/Qualifications Requirement For The Agreements

OUTCOME

Adoption of this resolution will continue to provide in-home services to frail seniors for the period of July 1, 2015 through June 30, 2016.

EXECUTIVE SUMMARY

Multipurpose Senior Services Program funded through a Medicaid Waiver received by the California Department of Aging (CDA), 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 ensure seniors who are frail and disabled are connected to social and health services and other community supports. For 35

Item: _____
Life Enrichment Committee
May 26, 2015

consecutive years, the City of Oakland's MSSP has prevented or delayed premature nursing home placement.

BACKGROUND/LEGISLATIVE HISTORY

The City of Oakland's Human Services Department – Aging and Adult Service Division, empowers seniors and adults with disabilities through life-enriching and life-sustaining programs and services such as MSSP. Some 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 keep frail elders out of nursing homes, safe and independent in their own homes, and increase their quality of life when they are most vulnerable.

On March 27, 2013, the Department of Health Care Services (DHCS) and the Federal Centers for Medicare and Medicaid Services (CMS) reached an agreement to implement a dual eligible demonstration project. Under the agreement, DHCS and CMS are contracting with managed care plans (called "Participating Plans") to provide Medicare and Medi-Cal services. The demonstration, known as Cal MediConnect, is a key part of California's Coordinate Care Initiative (CCI), and will integrate funding streams, health care, and long term services and support. City of Oakland MSSP was originally selected to be a part of the demonstration. On November 13, 2014, the California Department of Health Care Services announced that the Coordinated Care Initiative will not move forward in Alameda County. As a result, the City of Oakland MSSP will continue the Standard Agreement with the California Department of Aging to provide care management services to frail, elderly citizens.

ANALYSIS

The average age of City of Oakland MSSP participants is 82. Eighty-six percent are ethnic/racial minorities, 100% low income, and they 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.

As of April 15, 2015, 328 unduplicated clients who are Oakland residents were served in FY 2014-2015. MSSP serves 27 clients who live outside of Oakland for a total of 355 clients. The gender, racial, and zip code breakdown for City of Oakland participants is shown in the table 1 below.

Item: _____
Life Enrichment Committee
May 26, 2015

TABLE 1: MSSP Unduplicated Client Counts as of April 15, 2015

Zip Code	Total Count	Race				Sex	
		Asian	African American	Latino	White	M	F
94601	58	6	8	41	3	16	42
94602	12	3	6	1	2	1	11
94603	15	1	13	1	0	0	15
94605	29	0	27	1	1	4	25
94606	40	14	9	0	17	8	32
94607	44	21	18	0	5	12	32
94608	22	2	18	1	1	4	18
94609	10	1	8	1	0	2	8
94610	5	1	3	1	0	0	5
94611	22	10	5	1	6	4	18
94612	44	37	2	0	5	9	35
94618	1	0	0	0	1	0	1
94619	6	3	1	2	0	0	6
94621	20	1	13	5	1	4	16
TOTALS	328	100	131	54	43	64	264

Along with the MSSP Nurses and Social Work Case Managers, additional purchased services (i.e., emergency response units, monitoring, non-medical home equipment, and personal care items) are essential to keeping frail elders in their home and are required by the standard agreement with the California Department of Aging. Staff contracts with multiple vendors to ensure service delivery. This includes the following vendors per service type:

Communication/Emergency Response

- Bay Area Vital Link
- Phillip Lifeline

Chore/Personal Care/Respite

- Community Care Services
- Home Instead
- Right at Home
- Asian Network

Communication/Emergency Response maintains and monitors pre-existing hardware that has been installed in client homes. It would not be fiscally viable to change these vendors through a Request for Proposal (RFP) process because it would require purchase and reinstallation of equipment that has already been paid for with grant funds. In addition, clients would be at risk

Item: _____
 Life Enrichment Committee
 May 26, 2015

for their health and safety during the transition period between monitoring and response agencies.

Chore/Personal Care/Respite services provided by local agencies provide a continuum of care for Oakland's frail seniors whose in-home workers have established relationships with the clients' equivalent to a primary medical care provider/patient relationship. In some instances the agencies have hired family members, especially for monolingual non-English speaking clients. The agency has gone through a vendor process with those family members to reimburse them as care providers to sustain the supports. This allows the frail clients, many dealing with mental health issues such as dementia, to receive support from their own family members as stay home care providers. The outcome of renewing the existing agencies is to maintain the uninterrupted stable in home care for our frail seniors.

Oakland Municipal Code ("OMC") section 2.04.051.A. requires the City Administrator to conduct a request for proposal/qualifications ("RFP/Q") process for professional service agreements. OMC section 2.04.051.B allows the City Council to waive the RFP/Q process upon a finding that it is in the City's best interest to do so. HSD requests a waiver of the RFP/Q process. The waiver will enable the City to continue to use durable medical equipment thus avoiding the expense of replacing hardware. It is in the MSSP client's best interest to receive uninterrupted emergency response monitoring with the preexisting hardware they are familiar with using. It is also in the best interest of the City to maintain uninterrupted Chore/Personal Care/Respite assistance for MSSP Clients, which are required services in the Contract between the City and California Department of Aging.

The City of Oakland's MSSP desires to enter into contracts with the above vendors that have a history of responsive service delivery that meets the needs of the program and were previously selected through an RFP process for amounts not to exceed \$70,000 for any one provider and for a total amount across all vendors listed not to exceed \$210,821 for Fiscal Year (FY) 2015-2016.

PUBLIC OUTREACH/INTEREST

The average wait list has 79 seniors who are interested in entering into the program and many seniors are monolingual. Referrals come from hospital discharge planners, public health nurses, County social workers, community outreach presentations, and word-of-mouth. In fiscal year 2014-2015 MSSP experienced a 12% increase in referrals primarily from managed care organizations. Many of the referrals are elders who are isolated and have mental health issues. Staff anticipates more referrals now that the referral form is a fillable pdf document available on the website at <http://www2.oaklandnet.com/Government/o/DHS/s/AAS/OAK022070>.

Item: _____
Life Enrichment Committee
May 26, 2015

COORDINATION

In preparation of this report and resolution, the Office of the City Attorney and Controller's Bureau, have been consulted. 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, Health Care Services, Hospice, City of Fremont – Aging and Family Services and community based organizations serving the elder population.

COST SUMMARY/IMPLICATIONS

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...	\$258,802
Case Management Salaries & Benefits	\$892,759
Operating Costs	\$43,098
TOTAL AGREEMENT/CONTRACT AMOUNT	\$1,405,480

3. SOURCE OF FUNDING:

California Department of Aging

4. FISCAL IMPACT:

This on-going agreement is funded by the Title XIX Social Security Act funds and the State of California General Fund. Funding will be appropriated to HSD Fund (2128), Multipurpose Senior Services Program Organization (75231), Multipurpose Senior Service Program (YS14), in Project Accounts, and Administration/ Care Management Support Project (G462310), Case Management Project (G462320), and Waived Services Project (G462330). HSD is requesting, as it has in prior years, a contribution from the general purpose fund in an equivalent to Central Services Overhead in an estimated amount of \$211,468.

Item: _____
Life Enrichment Committee
May 26, 2015

Funding for MSSP remains unchanged in FY 2015-2016. There is a probability of the funding level and source changing in future years. This year the Multipurpose Senior Services Program Site Association (MSA), requests that the legislature help create a sustainable safety net for frail, vulnerable MSSP participants by stabilizing the overall budget with an investment of \$4,046,000 in State General Funds. When matched with Federal funds, the annual per-slot rate would increase from \$4,285 to \$5,142 per year. This will allow sites to serve 100% or more of the current MSSP slots and keep pace with rising costs. Compared to the annual nursing home rate of \$83,364, the investment of \$5,142 per slot in MSSP remains a significant cost savings for tax payers.

If additional funds become available for the same purpose, within the existing term, staff is seeking authorization to accept and appropriate funds for the MSSP without returning to Council.

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 July 1, 2015 and the completed surveys are expected back by July 31, 2015. This survey is mandated by the State Department of Aging for all MSSP Sites. In FY 2013-14, a total of 340 current and former clients were sent surveys by MSSP, shown on Table 2 below, (former clients that had moved out of the area or had passed away were excluded). Of these, 177 clients (or 52% 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, 90% rated their experience with the staff and services provided by MSSP as excellent or good, while 4% rated their experience with the staff and services as satisfactory. When asked if their case manager understood the individual's problems enough to help, 90% responded "Yes". When asked if they would recommend the MSSP to other people they knew who need services to remain at home, 92% of respondents said "Yes".

Item: _____
Life Enrichment Committee
May 26, 2015

Table 2: FY 2013-2014 MSSP CLIENT SURVEY TALLY SUMMARY

QUESTION	TOTALS			
	YES	NO	SOMETIMES	BLANK
1. Do you know what does MSSP program does?	149	15	0	13
2. Does your case manager contact you at least once a month?	153	15	0	9
3. Do you see your case manager at least every three (3) months?	153	15	0	9
4. Do you feel that your case manager understands your problems enough to help you?	159	8	0	10
5. Does your case manager involve you in planning the services you need?	151	9	8	9
5a. Do you ever read the copy of the care plan (on green paper) that is provided to you?	114	19	30	14
6. Have you been satisfied with the services and providers that your case manager purchased or referred you to?	155	2	14	6
7. Do you know your rights as a client of MSSP?	151	20	0	6
8. Does your case manager return your telephone calls in a timely manner?	158	7	10	2
9. Do you know who to call if you have a complaint about MSSP?	121	47	0	9
10. Does the assistance you receive from MSSP help you to remain independent?	163	6	0	8
11. Does your case manager treat you with respect?	170	4	0	3
12. Are there other areas in which you need help?	44	79	44	10
14. Would You recommend MSSP to other seniors or disabled adults who need our services to remain at home?	162	6	0	9
Totals	2003	252	106	117

Item: _____
 Life Enrichment Committee
 May 26, 2015

Question	Excellent	Good	Satisfactory	Poor	Blank
13. How would you evaluate your experience with staff & services through your participation in MSSP?	107	53	6	0	11
Percentages	60%	30%	4%	0%	6%

Total surveys mailed: 340
Total surveys received: 177
Percentage of responders:52%

An internal peer review process is conducted bi-annually and reported to the California State Department of Aging. An external Utilization Review is conducted biennially by the CDA. The next CDA program review is May 9 – 13, 2016.

The contracted service providers are assessed quarterly for satisfaction with services provided as mandated by the CDA. 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 CDA as part of a more comprehensive quarterly report.

Staff tracks client Informal feedback which comes in the form of phone calls, thank you cards, or letters expressing satisfaction with the service.

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.

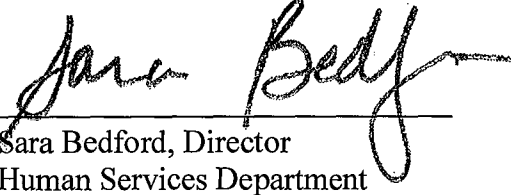
Environmental: In conjunction with the USDA and the County Area Agency on Aging, the program ensures that frail elders receive vouchers for fresh produce from Farmer's Markets in Oakland.

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.

Item: _____
Life Enrichment Committee
May 26, 2015

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

Respectfully submitted,



Sara Bedford, Director
Human Services Department

AGING & ADULT SERVICES DIVISION

Reviewed by: Scott Means, Manager

Prepared by: Karyl Eckels, Supervisor/Site Director
Multipurpose Senior Services Program

Item: _____
Life Enrichment Committee
May 26, 2015

Macaulay
City Attorney

FILED
OFFICE OF THE CITY CLERK
OAKLAND

OAKLAND CITY COUNCIL

2015 MAY 14 AM 10:16

RESOLUTION No. _____ C.M.S.

Introduced by Councilmember _____

A RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO 1) APPLY FOR, ACCEPT AND APPROPRIATE STATE OF CALIFORNIA STANDARD AGREEMENT FUNDS IN THE AMOUNT OF \$1,405,480 AND ENTER INTO AGREEMENT NUMBER MS-1516-01 WITH THE STATE OF CALIFORNIA DEPARTMENT OF AGING FOR THE MULTIPURPOSE SENIOR SERVICES PROGRAM (MSSP) FOR FISCAL YEAR 2015-2016, AND 2) ENTER INTO PROFESSIONAL SERVICE AGREEMENTS WITH VARIOUS VENDORS TO PROVIDE IN-HOME SERVICES TO FRAIL SENIORS FOR THE PERIOD JULY 1, 2015 THROUGH JUNE 30, 2016 IN A TOTAL AMOUNT NOT TO EXCEED \$210,821; AND WAIVING THE REQUEST FOR PROPOSAL/QUALIFICATIONS REQUIREMENT FOR THE AGREEMENTS

WHEREAS, it is anticipated that the Human Services Department (HSD) 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, HSD is requesting a contribution from the General Purpose Fund in an amount equivalent to all Central Services Overhead charges in an estimated amount of \$211,468 due to limited funding and administrative cost restrictions for grant funding; and

WHEREAS, the purpose of said agreement is to continue the City's MSSP that will help the frail elderly remain in their homes rather than be institutionalized; and

WHEREAS, the agreement requires MSSP to purchase in-home supportive services for frail seniors including personal care, respite, emergency response and health care services; and

WHEREAS, staff wishes to execute professional service agreements with the following providers in amounts not to exceed \$70,000 per provider, for a total amount not to exceed \$210,821 for FY 2015-2016:

Bay Area Vital Link
Phillip Lifeline
Community Care Services
Home Instead
Right at Home
Asian Network

; and

WHEREAS, Oakland Municipal Code (“OMC”) section 2.04.051.A. requires the City Administrator to conduct a request for proposals/qualifications (“RFP/Q”) process for professional services contracts and OMC section 2.04.051.B allows Council to waive the RFP/Q requirements upon a finding by the Council that it is in the best interest of the City to do so; and

WHEREAS, City staff recommends waiving the RFP/Q requirements for this contract because of the cost for the City to replace the preexisting hardware and the disruption in services this process will cause for existing MSSP clients including access to Communication/Emergency Response equipment and respite services for frail elders; and

WHEREAS, the City Administrator has determined that these contracts are of a professional and temporary nature and shall not result in the loss of employment or salary by any person having permanent status in the competitive civil service; 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 his/her designee is hereby authorized to apply for, accept, and appropriate Standard Agreement funds (MS-1415-01) in the amount of \$1,405,480 from the State Department of Aging for the purpose of allocating said funds for the Multipurpose Senior Services Program for the period beginning July 1, 2014 and ending June 30, 2015, and enter into an agreement with the State of California Department of Aging to accept said funds; and be it

FURTHER RESOLVED: That the agreement funds will be deposited in Human Services Department Fund (2128) Multipurpose Senior Services Program Organization (75231), and Administration/Case Management Support Project (G485410), Case Management Project (G485420), and Waived Services Project (G485430); and be it

FURTHER RESOLVED: That all central services overhead charges associated with this grant in an estimated amount of \$204,483 will be offset through a contribution of the General Purpose Fund as included in the Proposed Budget and as has been done in all of the past years; and be it

FURTHER RESOLVED: That pursuant to OMC 2.04.051.B and for the reasons stated above and in the City Administrator’s report accompanying this item, the City Council finds that it is in the best interest of the City to waive the RFP/Q requirements for these agreements and so waives the requirements; and be it

FURTHER RESOLVED: That the City Administrator is authorized to enter into Professional Service Agreements with the following vendors in amounts not to exceed \$70,000 for any one provider in a total amount not to exceed \$210,821 across all providers for FY 2015-2016:

Bay Area Vital Link
Phillip Lifeline
Community Care Services
Home Instead
Right at Home
Asian Network

; and be it

FURTHER RESOLVED: That based on information provided by the City Administrator, the Council finds that these professional service agreements are of a professional and temporary nature and shall not result in the loss of employment or salary by any person having permanent status in the competitive civil service; and be it

FURTHER RESOLVED: That if additional funding becomes available for the same purpose, within the existing grant term, the City Administrator is authorized to accept and appropriate these funds for MSSP without returning to Council; and be it

FURTHER RESOLVED: That the City Council hereby appoints the City Administrator or a designated representative 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 without returning to Council; and be it

FURTHER RESOLVED: That the agreements authorized by this resolution shall be reviewed as to form and leagility by the Office of the City Attoreny and filed with the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA, _____

PASSED BY THE FOLLOWING VOTE:

AYES - BROOKS, CAMPBELL WASHINGTON, GALLO, GUILLEN, KALB, , KALB, KAPLAN, REID, and PRESIDENT GIBSON MCELHANEY

NOES -

ABSENT -

ABSTENTION -

ATTEST: _____

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