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OFFICE OF THE CITY CLERK  
OAKLAND

2012 MAY 30 AM 10:48

## AGENDA REPORT

TO: DEANNA J. SANTANA  
CITY ADMINISTRATOR

FROM: Sara Bedford

SUBJECT: Senior Companion/Foster Grandparent  
Programs FY 2012-2013

DATE: May 14, 2012

City Administrator

Date

Approval

*Deanna Santana*

5/22/12

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 2012-2013 from: 1) the Corporation for National and Community Services (CNCS) in the amount of \$329,801 for the Senior Companion Program (SCP) and Foster Grandparent Program (FGP); 2) from the Alameda County Transportation Commission (ACTC) in the amount of \$92,000 for the SCP/Taxi Up & Go (TUGO) project; and 3) from the Community Development Block Grant (CDBG) in the amount of \$24,000 for the SCP/Oakland Senior Companion Assessment & Referral (OSCAR) project.

### EXECUTIVE SUMMARY

Staff requests that the City Council approve a resolution authorizing the City Administrator to apply for, accept and appropriate Senior Companion Program (SCP) grant and Foster Grandparent Program (FGP) grant estimated at \$299,090 and \$30,711, for a total of \$329,801; and, Taxi Up & Go (TUGO)-a Senior Companion project and Oakland Senior Companion Assessment & Referral project (OSCAR 911), for a total of \$116,000. These four grants are funded at an estimated amount of \$445,801. Two of the grants are funded by the Corporation for National and Community Services (CNCS). Two of the grants are funded by Alameda County Transportation Commission and the Oakland Community Development Block Grant. The four grants are scheduled to begin effective July 1, 2012 through June 30, 2013. All grants will provide senior volunteer opportunities to assist frail, monolingual and socially isolated seniors and at risk children, youth and their families.

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## OUTCOME

As a result of City Council authorizing the acceptance of the four grants:

- Up to 100 low-income SCP and FGP volunteers will have the opportunity to provide in-home and center based assistance to 1000 elderly and at risk children/youth program participants.
- Volunteers will perform approximately 104,400 hours of volunteer activities.
- SCP and FGP volunteers are assigned to twenty four (24) 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 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 fifth year of operation, effective July 26, 2012. 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 at risk children and youth with special and exceptional needs. They help children learn to read and care for children/youth with disabilities (i.e. physical and emotional 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 Oakland Fire Department provides the SCP four (4) additional volunteers and one Case Manager funded by the CDBG for the OSCAR 911 Project. The funding base varies annually.

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- Partnership with the Experience Corps allows the FGP to leverage funding for four (4) additional volunteers.
- The City of Oakland General Purpose Fund supports staff, and volunteer/recognition activities.

The Senior Companion and Foster Grandparent programs serve vulnerable and at risk residents of Oakland. Both programs serve a dual function in that the clients benefit from the assistance provided by the volunteers and in turn, the volunteers gain a sense of civic responsibility and satisfaction. Volunteers and clients 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 twice a month in-service training classes provided by consultants and program staff.
- 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 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 each volunteer.

Annually, Senior Companions and Foster Grandparents contribute upwards to 100,000 hours of volunteer service (based on funding). The Senior Companions serve an unduplicated count of 350-650 clients who are frail and/or elderly. Foster Grandparents tutor and mentor 100-150 children and youth who have special and exceptional needs. 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 four (24) community based programs to place volunteers, who are then assigned clients, supervised and monitored monthly.

### 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. At risk children and youth, on the other hand, will have increased opportunities to receive mentoring and tutoring assistance. Families and caregivers will gain a sense of hope for the future of their children and the access to resources for elders living within the community at large.

### 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 continue to 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, 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 to program targeted populations including Spanish speaking, Caucasian and male volunteers in FY12-13.

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, the following City of Oakland offices have been consulted: City Attorney and Budget.

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## COST SUMMARY/IMPLICATIONS

The grant funds estimated at \$445,801 will be appropriated to the Department of Human Services as follows:

- 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 (G416010)
- Grant funds from the Corporation for National and Community Services (CNCS) in the amount of \$30,711 in Fund (2120), Foster Grandparent Program Organization (75241), and FGP/FED Project (G416110)
- Grant funds from the Alameda County Transportation Commission (ACTC) in the amount of \$92,000 in Fund (2213), OPED/SCP-TUGO Organization (75621), and OPED/SCP Project (G352510)
- Grant funds from Oakland Community Development Block Grant (CDBG) in the amount of \$24,000 in Fund (2108), CDBG/SCP- OSCAR 911 Registry Organization (75241), and CDBG/SCP Project (G239391); these funds have been appropriated for FY 12-13.
- The General Purpose funds will provide \$175,094 in Fund (1010), Senior Companion Program Organization (75421), and SCP/FGP/FED/CITY MATCH FY 2012-13 Projects (G416030) for \$156,833 and (G416230) for \$24,211 for administrative and volunteer program costs associated with the Senior Companion and Foster Grandparent programs which is currently budgeted for FY 2012-13 budget.

## FISCAL IMPACT

The SCP and FGP are targeted for reduced funding in FY 2012 at the federal level from the Corporation for National and Community Services. The status of funding the Senior Companion and Foster Grandparent programs is under legislative review. Staff is waiting for information regarding potential cuts and impact at the local level.

Under federal guidelines, the administration of SC/FG programs requires that 90% of 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 \$175,094 to support the grant funds and currently budgeted in the FY 2012-2013 budget. The grant monies provide for the volunteer support expenditures including stipends, meals, transportation, liability insurance, recognition, uniform identification badges and other allowable expenses.

The City of Oakland has in past years waived the Central Services Overhead charge for this program and a waiver is necessary for this program in FY 2012-2013 due to the federal administrative cost caps and level of required funding to support the program for funds 2120 and 2213 only but not for fund 2108 which has not received waivers in the past.

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The waiver of Central Services Overhead charges is \$ 13,145 and impacts the General Purpose Fund (GPF), in that it reduces “recovery” – which is essentially revenue – to the GPF.

### PAST PERFORMANCE, EVALUATION AND FOLLOW-UP

In FY 2010 -2011, the combined ethnicity of both volunteers and clients participating in both programs 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 surveys were received as follows:

1. Annual satisfaction surveys of 350 clients.
2. Annual satisfaction surveys of 100 volunteers.
3. Annual satisfaction surveys of 24 station supervisors.
4. Annual self assessment of 12 station sites by the Advisory Council/staff.
5. Annual volunteer performance evaluations: 90 were completed by station supervisors.
6. 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 continues to demonstrate 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 350 clients/caregivers to access taxi transportation primarily for medical and shopping appointments.

Ninety percent (95%) of the clients surveyed in FY 10-11 reported that Senior Companion and Foster Grandparent volunteers made a difference in their lives and have helped at risk children and youth to develop social skills. The Corporation for National and Community Services evaluation report recommended that the City of Oakland increase the number of Foster Grandparent volunteers and services to at risk children and youth and their families.

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,

  
SARA BEDFORD, Interim Director  
Department of Human Services

Reviewed by: Tammy Sju, Manager  
Aging & Adult Services Division

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

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June 12, 2012

**Program Summary**  
**Volunteers & Clients by City Council Districts**  
**Fiscal Year 2010 - 2011**

|                             | <b>Sr Companion Program</b> |                | <b>Foster Grandparents</b> |                | <b>OSCAR (911)</b> |                | <b>TUGO Program</b> |                |
|-----------------------------|-----------------------------|----------------|----------------------------|----------------|--------------------|----------------|---------------------|----------------|
|                             | <b>Volunteers</b>           | <b>Clients</b> | <b>Volunteers</b>          | <b>Clients</b> | <b>Volunteers</b>  | <b>Clients</b> | <b>Volunteers</b>   | <b>Clients</b> |
| <b>District No. 1</b>       | 2                           | 29             | 8                          | 53             | 3                  | 28             | 1                   | 49             |
| <b>District No. 2</b>       | 28                          | 92             | 0                          | 5              | 15                 | 231            | 2                   | 8              |
| <b>District No. 3</b>       | 10                          | 65             | 0                          | 56             | 11                 | 192            | 78                  | 235            |
| <b>District No. 4</b>       | 8                           | 34             | 0                          | 10             | 5                  | 44             | 1                   | 5              |
| <b>District No. 5</b>       | 4                           | 35             | 0                          | 36             | 2                  | 42             | 2                   | 67             |
| <b>District No. 6</b>       | 9                           | 21             | 0                          | 4              | 3                  | 31             | 4                   | 18             |
| <b>District No. 7</b>       | 8                           | 76             | 0                          | 4              | 2                  | 34             | 0                   | 26             |
| <b>Alameda and Berkeley</b> | 16                          | 60             | 4                          | 8              | 0                  | 0              | 0                   | 9              |
| <b>Totals</b>               | <b>85</b>                   | <b>412</b>     | <b>12</b>                  | <b>176</b>     | <b>41</b>          | <b>602</b>     | <b>88</b>           | <b>417</b>     |



*M. Mendenhall*  
City Attorney

# OAKLAND CITY COUNCIL

FILED  
OFFICE OF THE CITY CLERK  
OAKLAND, CALIF.

RESOLUTION NO. \_\_\_\_\_ C.M.S.

2012 MAY 30 AM 10:46  
Introduced by Councilmember \_\_\_\_\_

**RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO APPLY FOR, ACCEPT AND APPROPRIATE GRANT FUNDS FOR FISCAL YEAR 2012-2013 FROM: 1) THE CORPORATION FOR NATIONAL AND COMMUNITY SERVICES (CNCS) IN THE AMOUNT OF \$329,801 FOR THE SENIOR COMPANION PROGRAM (SCP) AND FOSTER GRANDPARENT PROGRAM (FGP); 2) FROM THE ALAMEDA COUNTY TRANSPORTATION COMMISSION (ACTC) IN THE AMOUNT OF \$92,000 FOR THE SCP/TAXI UP & GO (TUGO) PROJECT; AND 3) FROM THE COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) IN THE AMOUNT OF \$24,000 FOR THE SCP/OAKLAND SENIOR COMPANION ASSESSMENT & REFERRAL (OSCAR) 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, 2011 through June 30, 2012 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 \$30,711 for FGP; 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 \$175,094 for 2012-2013; now, therefore, be it

**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 SCP and FGP; and be it

**FURTHER RESOLVED:** That the City Council appoints the City Administrator or Her designee as agent of the City of Oakland to conduct all negotiations, execute and submit all documents and take the related actions that may be necessary for completion of the aforementioned grants with its basic purposes 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 (G416010); and be it

**FURTHER RESOLVED:** That grant funds from CNCS in the amount of \$30,711 will be deposited to Federal Fund (2120), Foster Grandparent Program Organization (75241), and FGP/FED Project (G416110); and be it

**FURTHER RESOLVED:** That grant funds from the ACTC in the amount of \$92,000 will be deposited to DHS Fund (2213), OPED/SCP Organization (75621), and SCP/TUGO Project (G352510); and be it

**FURTHER RESOLVED:** That grant funds from CDBG in the amount of \$24,000 will be deposited to SCP Fund (2108), CDBG/SCP Organization (75241), and SCP/OSCAR 911 Project (G239391); and be it

**FURTHER RESOLVED:** That the General Purpose funds will provide \$175,094 in Fund (1010), Senior Companion Program Organization (75421), and SCP/FGP/FED/CITY MATCH FY 2012-13 Projects (G416030) for \$156,833 and (G416230) for \$24,211 for administrative and volunteer program costs associated with the Senior Companion and Foster Grandparent programs which is currently budgeted for FY 2012-13 budget; and be it

**FURTHER RESOLVED:** The Central Service Overhead is hereby waived for funds 2120 and 2213 only; and be it

**FURTHER RESOLVED:** That should additional funds be received, the City Administrator or his/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, BRUNNER, DE LA FUENTE, KAPLAN, KERNIGHAN, NADEL, SCHAAF and PRESIDENT REID

NOES -

ABSENT -

ABSTENTION -

ATTEST: \_\_\_\_\_  
LaTonda Simmons  
City Clerk and Clerk of the Council  
of the City of Oakland, California