BUDGET SUPPLEMENT NO: 4

May 24, 2007

SUBJECT: Case Management for Seniors

BUDGET SUPPLEMENT REQUEST SUMMARY

The purpose of this Budget Supplement is to request resources to support a permanent case management program for Sunnyvale seniors, continuing the program run on a pilot basis in FY 2006/2007. Case Management, also known as Care Management, assists seniors and their families in identifying care and service needs. This type of program arranges for and monitors the delivery of appropriate social and medical services, which may range from health and psychosocial assessments, care planning, service arrangement and care monitoring. One of the primary goals of Case management is to link individuals with services that will allow them to maintain their independence and continue to live in their home if it is safe to do so. $57,147 will cover the cost of a half-time Case manager (contracted through the Council on Aging Silicon Valley) who would provide care management services to Sunnyvale Seniors, office space, mileage reimbursement and computer/phone rental for the case manager, and part-time hours at the Senior Center front counter to address increased call volume resulting from the program and to provide support to the Case Manager.

BACKGROUND

During the December 13, 2005, Public Hearing regarding proposed Study Issues for 2006, several members of the public spoke requesting that City Council consider reinstating a Case Management program for Sunnyvale seniors.

Contrary to the belief of some members of the public, Case/Care Management has never been a City service; however, at one time a service was offered by Sunnyvale Community Services. Sunnyvale Community Services stopped providing these services in May 2003, primarily as a cost savings measure for the organization.

In 2003, the Sunnyvale Community Services Board of Directors prioritized the agency's programs and services. While the case management program was considered beneficial for the 80 to 100 seniors served each year, this service was considered a lower priority than food distribution and financial assistance to families facing eviction, utility disconnections and untreated medical problems. Since that time, a Case Manager had not been available in Sunnyvale, although Sunnyvale residents could access case management services through other agencies in the region.

At the Fiscal Issues Workshop on January 30, 2006, Council directed staff to explore implementation alternatives for a Case Management Program in Sunnyvale and to develop a Budget Supplement for consideration in the FY2006/2007 Resource Allocation Plan. Council also directed staff to explore whether or not the Council on Aging Silicon Valley would be willing to provide funding to offset a portion of the anticipated costs for providing a case management program for Sunnyvale Seniors. The Council on Aging Silicon Valley is a non-profit organization that is funded by Federal funding under the Older Americans Act, State matching funds, the United Way, Medi-Cal and various foundations.

That Budget Supplement was approved as part of the FY 2006/2007 Resource Allocation Plan, and a Pilot Case Management Program was begun in November 2006, when a Case Manager was hired by the Council on Aging Silicon Valley, with the City of Sunnyvale reimbursing the Council on Aging at an agreed upon rate for up to 426 hours of Case Management service through the end of the fiscal year. The Council on Aging agreed to provide the equivalent of $20,000 a year towards a half-time Case Manager for the pilot year only (the Council on Aging would reduce its contribution to $10,000 for a half-time Case Manager, in future years, consistent with the amount it gives other cities for similar programs). The Case Manager works out of an office at the Senior Center for 20 hours a week. A casual part-time employee was also hired at the same time to provide clerical support at the Senior Center front counter to address increased call volume resulting from the program and to provide support to the Case Manager.

EXISTING POLICY

Open Space and Recreation Sub-Element
Key Initiative: Determine relative priorities of needs and allocation of resources to specific activities and user groups within the community.

Socio-Economic Sub-Element
Policy 5.1G.1 – Encourage the co-location of health and social service providers in Sunnyvale to facilitate the availability of such services.

5.1H.3a – Continue to provide incentives to co-locate services at City facilities serving seniors.

DISCUSSION

This Budget Supplement, if approved, will provide resources to extend the current pilot program for the provision of case (care) management for approximately 60 Sunnyvale seniors a year. The goal of a case management program is to enable functionally impaired older persons to obtain services that promote and maintain the optimum level of functioning in the least restrictive setting possible. One of the primary goals of Case Management is to link individuals with services to maintain their independence and continue to live in their home if it is safe.

There are four major components to a case management program:

1. Comprehensive Assessment: To collect information about a client with multiple needs (social, environmental, physical and/or mental) and determine the necessary supportive or other appropriate services to meet those needs.
2. Care Planning: To write an individualized plan of care and services under a case management system based on a comprehensive assessment of the client's condition and/or resources.
3. Service Authorization and Arrangement: To obtain services according to an individualized care plan by coordinating existing services, authorization for payment of services, and purchase of services.
4. Case Monitoring: To determine quality and effectiveness of services provided to a client according to an individualized care plan; to maintain periodic client contact to determine if change has occurred; and to take appropriate action as necessary.

Case management assists seniors and their families or caregivers in identifying care and service needs. This type of program arranges for and monitors the delivery of appropriate social and medical services, which may range from health and psychosocial assessments, care planning, service arrangements and care monitoring. It may also include arranging for Home Care that includes both short and long-term care for nursing, therapy, medical assistance, nutrition, domestic service and more.

Staff estimates that it would cost approximately $67,000 for a half-time contractor and part-time support staff to provide 600 hours of case management services including: assessment, care planning, arranging for services, and monitoring of the senior clientele. Total work hours for the Care Manager will be 1,000 annually and will include in addition to the case management services: continuing outreach to advise seniors of this service; referrals for seniors who may not need full care management services, provision of educational workshops to the community; weekly meetings with

other care managers in the County; and, staff development. The Budget Supplement is for $57,000, which reflects the City's net costs after adjusting for the $10,000 contribution from the Council on Aging Silicon Valley towards the cost of the Care Manager.

Funding of this program would assign a case manager to work directly with Sunnyvale seniors. The case manager would work out of the Sunnyvale Senior Center. The Council on Aging Silicon Valley would contribute $10,000 annually to offset the costs of this program. The City would provide reception services, office/counseling space, a computer, phone service, and a secure filing area.

Evaluation of Pilot Program

Under the current agreement with the Council on Aging Silicon Valley for the pilot case management program, the City contracts with the Council on Aging Silicon Valley for their organization to provide case management services. Under this arrangement, the City provides reception services, including part-time clerical support, office/counseling space, a computer, phone service and a secure filing area. The Council on Aging directly contracts the Case Manager and assigns her to the Sunnyvale Senior Center to provide approximately 600 hours of case management services (equivalent to a half-time person working for three quarters of a year, reflecting the remaining time of FY 2006/2007 after the contract was signed). The City then reimburses the Council on Aging approximately $12,000 for 600 hours of case management services, with the Council on Aging contributing $14,166 for this first year (running from November 2006 – June 2007. The Council on Aging's contribution would not continue at this level ($20,000 a year) unless the City were to employ a full-time case manager, as it is higher than the amounts granted to other cities for the same level of service. Instead, the Council on Aging Silicon Valley would commit to $10,000 a year for a half-time case manager, $15,000 a year for a three quarter time case manager, or $20,000 for a full-time case manager, contingent on satisfactory performance.

A case manager was hired and began providing services to Sunnyvale clients in mid November 2006. The case management program got off to a slow start, due to some delays in getting an approved contract with the Council on Aging, the selection of a case manager and then a family emergency that impacted the new case manager. Since January, however, the case manager has been very active and substantial progress in meeting the set benchmarks has been achieved. The following chart details Program Objectives and Performance Indicators as contained in the contract with the Council on Aging Silicon Valley. These objectives and indicators are common to all case managers working with the Council on Aging.

Specific Activities	Performance Indicators	Cumulative Benchmarks		
		12/06	03/07	06/07
Seniors Served Provide case management services for sixty Sunnyvale seniors, not previously served by the Council on Aging	Number of new, previously unserved, Sunnyvale seniors.	Goal: 15 Actual: 6	Goal: 30 Actual: 26	Goal: 45
Hours Provided Provide 426 hours of case management services (20 hrs x 34 week = 680 hrs worked)	Number of hours case management services are provided	Goal: 100 Actual: 36 (Hrs worked: 85)	Goal: 225 Actual: 193 (Hs worked: 319)	Goal: 426
Care Planning Write individualized plans of care and services.	Number of new, previously unserved Sunnyvale seniors served	Goal: 15 Actual: 6	Goal: 30 Actual: 26	Goal: 45
Service Authorization and Arrangements Coordination of existing services, authorization of payment for services and purchase of services by the client.	Number of new, previously unserved Sunnyvale seniors served	Goal: 15 Actual: 6	Goal: 30 Actual: 26	Goal: 45
Comprehensive Assessment To collect client information to determine needs	Number of new, previously unserved clients assessed.	Goal: 15 Actual: 6	Goal: 30 Actual: 26	Goal: 45
Case Monitoring Maintain periodic client contact to determine quality and effectiveness of services provided.	Number of new, previously unserved clients monitored	Goal: 15 Actual: 6	Goal: 30 Actual: 26	Goal: 45

It is possible that not all of these goals will be met at the end of the pilot program; however, every effort has been made to do so. These goals do not reflect some of the other valuable work that the Case Manager has done and will continue to do in educating the community, laying the groundwork for future clients, and providing information and referral. The Case Manager has invested a good deal of time conducting community outreach by presenting information at the meetings of various senior-related groups such as the Sunnyvale chapter of AARP, DPS officers, the Senior Advisory Committee, Bayview and Sunnyvale Senior Clubs, Proven People, etc. Additionally, an Informational Bulletin was prepared and distributed as well as a Care Management brochure. (See Attachments A and B.)

Council may also recall that the Care Manager is also working with DPS in the implementation of the *Farewell to Falls* program, a grant funded program to assist seniors who have been fall victims within their homes.

If Council approves this Budget Supplement, the City would contract with the Council on Aging Silicon Valley to hire (or to continue their contract with the existing case manager) a half-time Case Manager, with the Council on Aging contributing $10,000 annually to the cost of this position. The City would reimburse the Council on Agency up to $30,000 a year for this service contingent on satisfactory performance. The City would provide reception services, office/counseling space, a computer, phone service and a secure filing area. The Council on Aging would directly employ the Case Manager and assign them to the Sunnyvale Senior Center to provide approximately 600 hours of case management services (equivalent to roughly 1000 total work hours).

The Council on Aging requires case management programs that receive funding from them to report number of hours of case management services provided, with an expectation that a half-time case manager would provide 600 case management hours. Case management hours, by this definition, include only that time spent directly working with open cases, but does not include information and referral; time spent assessing individual situations where the result is something other than a need for full case management services (e.g., can be handled through education or referral); outreach; or training. The case manager notes that some of these contacts may develop into future clients, with the time spent at this stage laying the groundwork for successful entry as a future client. Between November 2006 and March 2007, the case manager fielded approximately 100 phone calls, of which 35 may be potential clients. There were an additional 16 office visits, many of which may also be potential clients. The case manager also spent approximately 50 hours conducting outreach by attending meetings, making presentations and making contacts with local agencies and organizations.

The Council on Aging Silicon Valley has indicated that they anticipate contributing at the $10,000/year level of support indefinitely, assuming adequate performance. The Council on Aging contributed a higher amount for the pilot year (annualized amount of $20,000) in order to get the program started, but would not continue at that same level of subsidy as it was not consistent with their contributions to other cities for similar programs. The agency appears to have some degree of discretion in determining the annual amount; however, there is no guarantee of on-going funding in the future.

SERVICE LEVEL IMPACT

Approval of Budget Supplement No. 4 will provide resources to support a half-time Case (Care) Management Program for Sunnyvale seniors. The program would be conducted in partnership with the Council on Aging, a local non-profit that receives funding from the Federal and State governments, Medi-cal, the United Way and a number of private foundations. The Case Management Program would be housed at the Sunnyvale Senior Center and the Council on Aging would provide a qualified staff person to conduct comprehensive assessments, care planning, service authorization and arrangements, and case monitoring of approximately sixty senior clients annually.

FISCAL IMPACT

For FY 2007/08, the City Manager is recommending $100,000 of the City's General Fund be used to support outside groups. Competing for these funds are a variety of groups providing social services, recreational services, and supporting community engagement.

Approval of Budget Supplement No. 4 would earmark $57,147 to establish a half-time case management program in Sunnyvale for FY 2007/08.

If the program were to be funded by the Community Recreation Fund, reductions would need to be made in other recreation programs, as there is no surplus within the Community Recreation Fund to absorb an increase in the budget. Any service level reductions would need to come from those activities in the Community Recreation Fund that are subsidized. These include programs for youth, seniors and the disabled.

ALTERNATIVES

1. Approve Budget Supplement No. 4 to provide funding to the Community Recreation Fund to support a half-time case management program at the Sunnyvale Senior Center. Funding would come from the $100,000 Outside Group Funding Source Set-Aside for FY 2007/08.
2. Do not approve Budget Supplement No. 4 and discontinue the half-time case management program effective June 30, 2007.

Prepared by:

for

Nancy Bolgard Steward
Superintendent of Recreation

For

Jenny L. Shain
Part-Time Manager

Reviewed by:

David A. Lewis
Director of Parks and Recreation

Reviewed by:

for

Mary J. Bradley
Director of Finance

Approved by:

for

Amy Chan
City Manager

Attachments:

Attachment A: *Informational Bulletin – Pilot Care (Case) Management Program at the Sunnyvale Senior Center*
Attachment B: *Care Management Brochure*
Attachment C: *FY 07/08 Budget Supplement Form*

ATTACHMENT A

Informational Bulletin
Pilot Care (Case) Management Program at the Sunnyvale Senior Center

City of Sunnyvale
Department of Parks & Recreation
Recreation Division
INFORMATIONAL BULLETIN

Pilot Care (Case) Management Program at the Sunnyvale Senior Center

The City of Sunnyvale is pleased to announce the arrival of the new Care (Case) Manager, Vivian I. Silva. Ms. Silva will provide care management services to eligible clients through a new pilot program funded by the City of Sunnyvale and the Council on Aging Silicon Valley. The pilot program has been approved by City Council through June 30, 2007. At that time the program will be evaluated to determine whether or not there is an interest and the resources to continue the pilot program on an on-going basis

1. What is Care (Case) Management?

Case management, also known as care management, assists seniors and their families in identifying care and service needs. One of the primary goals of the care manager is to link individuals with services that will allow them to maintain their independence and continue to live in their homes.

2. How will the Care Management Program Work?

The part-time care manager will be working out of the Jasmine office at the Sunnyvale Senior Center. Potential clients will be able to reach the care manager by telephone and e-mail. The care manager will be responsible for the following services:

- Assessment
- Care planning
- Service arrangements
- Monitoring of the senior client

Some of this work will be done in the care manager's office and some will occur in the client's home.

3. Who will be eligible for Care Management services?

Residents of the city of Sunnyvale ages 50+ will be eligible for case management services. One form of current California picture identification or utility bill with the resident's name and Sunnyvale address will be required. If your picture identification or utility bill does not have your current Sunnyvale address, then you will need to show two forms of identification with your current Sunnyvale address.

4. How to make an appointment?

For an appointment, please call **408-730-7732.** The care manager may also be contacted at the following e-mail address: **vsilva@ci.sunnyvale.ca.us**. Ms. Silva's regular office hours will be Wednesdays, 1:00-5:00pm.

5. How much will Care (Case) Management services cost?

The care manager's services will be provided to eligible clients at no cost.

For more information call the Sunnyvale Senior Center at 730-7360

ATTACHMENT B

Care Management Brochure

CARE MANAGER

The City of Sunnyvale is pleased to announce the arrival of the new Care (Case) Manager, Vivian I. Silva. Ms. Silva will provide care management services to eligible clients through a new pilot program funded by the City of Sunnyvale and the Council on Aging Silicon Valley. The pilot program has been approved by City Council through June 30, 2007. At that time the program will be evaluated to determine whether or not there is an interest and the resources available to continue the pilot program on an on-going basis.

Vivian received her Master's Degree in Social Work and Gerontology Certificate from San Jose State University where she is an instructor in the Health Science Department. Vivian is also a member of the National Association of Geriatric Care Managers.

Council on Aging
Silicon Valley
Providing the Best for Seniors

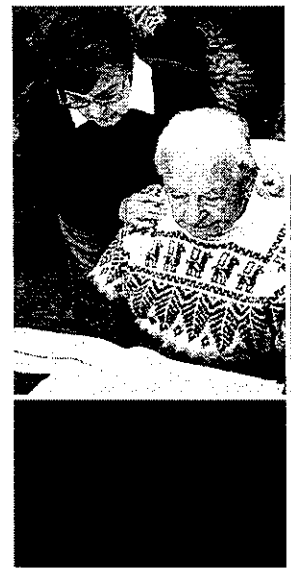
CITY OF SUNNYVALE CALIFORNIA

Sunnyvale Senior Center
P.O. Box 3707
550 E. Remington Drive
Sunnyvale, CA 94088-3707

(408) 730-7360

seniors.inSunnyvale.com

Sunnyvale Senior Center
...where life continues to shine!



CARE
GEMENT
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Care Management

What is Care Management?

Care management, also known as case management, assists seniors and their families in identifying care and service needs. ***One of the primary goals of the care manager is to link individuals with services that will allow them to maintain their independence and continue to live in their homes.***

How will the program work?

The part-time care manager will be working out of the Jasmine office at the Sunnyvale Senior Center. Potential clients will be able to reach the care manager by telephone and e-mail. The care manager will be responsible for the following services:

- Assessment
- Care planning
- Service arrangements
- Monitoring of the senior client

Some of this work will be done in the care manager's office and some will occur in the client's home.

Who will be eligible for these services?

Residents of the city of Sunnyvale ages 50+ will be eligible for care management services. One form of current California picture identification or utility bill with the resident's name and Sunnyvale address will be required. If your picture identification or utility bill does not have your current Sunnyvale address, then you will need to show two forms of identification with your current Sunnyvale address.

Are drop-in consultations available?

Yes. The Care Manager's regular office hours will be Wednesday, 1:00-5:00pm; drop-in consultations are provided on a first-come, first-served basis during this time. During these consultations, you may discuss simple issues with Ms. Silva such as:

- Avoiding a nursing home
- Benefits available
- Hiring help at home

If needed, follow-up visits are available by appointment.

How to make an appointment?

For an appointment, please call (408) 730-7732. The care manager may also be contacted at the following e-mail address: vsilva@ci.sunnyvale.ca.us.

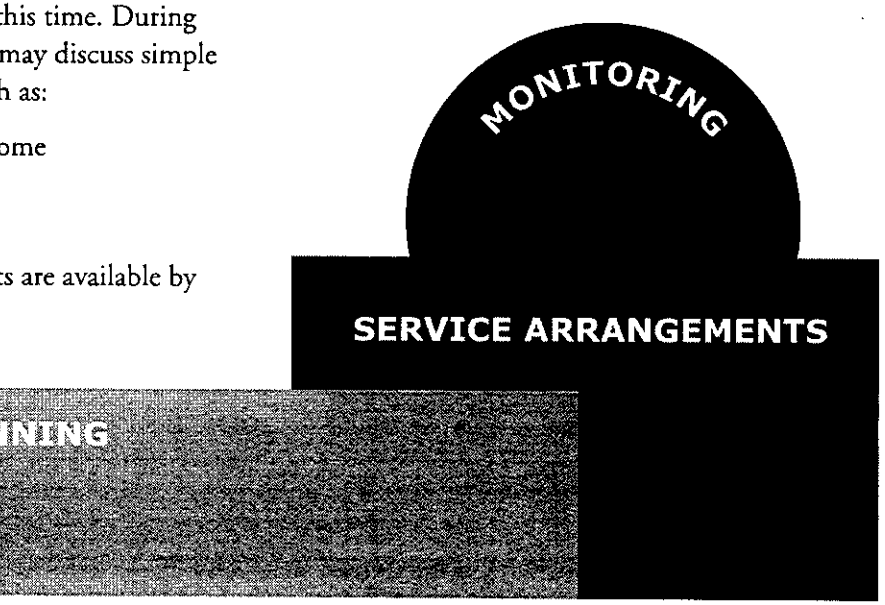
What about home-bound seniors?

Home visits can be scheduled for home-bound seniors.

How much will these services cost?

The care manager's services will be provided to eligible clients at no cost.

For more information call the Sunnyvale Senior Center at 730-7360



ATTACHMENT C

FY 07/08 Budget Supplement Form

BUDGET SUPPLEMENT FORM

Fiscal Year 2007/2008

BUDGET SUPPLEMENT # : 3 **Case Management**

TOTAL PROPOSED COSTS (Savings):	$57,147.00
TOTAL PROPOSED REVENUES:	$0.00
NET FISCAL IMPACT :	$57,147.00

20-YEAR IMPACT:	$1,495,817.68

DESCRIPTION OF THE TYPE OF RESOURCES AND THE PURPOSE FOR WHICH THEY ARE BEING REQUESTED

A permanent case management program for Sunnyvale seniors by contracting with the Council on Aging Silicon Valley for a half-time case manager, 760 hours of clerical support, mileage, and rentals for existing phone/computer.

CURRENT	PROPOSED
PROGRAM *646* - ARTS and RECREATION PROGRAMS and OPERATION OF RECREATION FACIILTIES	
STATEMENT	**STATEMENT**
Provide cost effective arts and recreation programs, facilities and services that result in high customer satisfaction and participation due to quality, cost and availability of options by: #1 - #9 (see budget for full text), and #10 Providing case management for Sunnyvale seniors including assessment of care and service needs, and arranging and maintaining delivery of appropriate services.	No change

PROGRAM MEASURES

MEASURE	TARGET	MEASURE	TARGET
Number of Sunnyvale Seniors served by case management program.	60	Number of Sunnyvale Seniors served by case management program.	60

SERVICE DELIVERY PLAN 646 - 04

STATEMENT	STATEMENT
Support the needs of older adults for recreation and arts services by providing: . . .Case management for Sunnyvale seniors including asessment of core and service needs, and arranging for and monitoring services.	No change

ACTIVITIES/PRODUCTS

ACTIVITY#	TITLE	PRODUCT	PRODUCTS	ACTIVITY#	TITLE	PRODUCT	PRODUCTS
646205	Case Mgmt for Srs	Client Served	60	646205	Case Mgmt for Srs	Client Served	60

ACTIVITY DETAIL
COST, HOURS AND PRODUCTS

SERVICE DELIVERY PLAN 646 - 04

PERSONNEL

ACTIVITY #	JOB CODE	CLASSIFICATION	WORK HOURS	PRODUCTS	COSTS
646205	8102	P/T Office Assistant	760.00	60	$23,621.00
		TOTALS	760.00	60	$23,621.00

PURCHASED GOODS AND SERVICES

ACTIVITY #	OBJ LEVEL 3	OBJ LEVEL 4	DESCRIPTION	COSTS
646205	5070		Contract Services	$30,000.00
646205	6507 & 6512		Computer Services Rental/ Phone Rental	$2,926.00
646205	6060	1	Travel Expenses - Mileage	$600.00
			TOTALS	$33,526.00

EXPENDITURE TOTAL	$57,147.00