

COVER SHEET

APPLICANT INFORMATION

Legal Name of Organization: Catholic Charities of Santa Clara County

Mailing Address: 2625 Zanker Road, Suite 200

City: San Jose

State: California

Zip Code: 95137-2107

Web Address: Catholiccharitiesscc.org

Contact Person: Kitty Mason

Title: Governments Grants Manager

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Executive Director: Gregory Kepferle

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PROGRAM OVERVIEW

Program Name: Long Term Care Ombudsman Program

Location(s) where Sunnyvale clients will be served (include full street address(es):

Licensed long term care facilities located through out the City.

Brief Program Description:

Enter text here. **DO NOT EXCEED THE SIZE OF THE BOX.** Text will not print and your application will not be accepted. This note applies to all boxes that allow multiple lines of text in this application.

The Long Term Care Ombudsman Program (LTCOP) is authorized by the federal Older Americans Act, as well as state's Older Californian Act to advocate for the rights of seniors and disabled residents in long term care facilities. The mission of the LTCOP is to seek resolution of problems and advocate for the rights of residents of long term care facilities with the goal of enhancing the quality of life and care for residents in these facilities. The LTC Ombudsman Program promotes the interest, well-being and rights of long term care facility residents. Ombudsmen regularly visit long term care facilities, monitor conditions and care, and provide a voice for those unable to speak for themselves.

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SECTION 1: FUNDING REQUEST FOR SUNNYVALE PROGRAM

A. City of Sunnyvale Funding Categories (See RFP Notice, page 8). Please select one:

- Operational Emergency Seed Program

B. Consolidated Plan Priority Need Type.

Select only one:

- A. Basic Needs (Food, financial aid, emergency shelter)
 B. Youth Intervention (mentoring/after-school programs)
 C. Mental Health or Substance Abuse Counseling
 D. Other Supportive Services (Legal aid, senior care services, disability-related services, etc.)

C. Program Financials¹

Funding Request: \$11,000.00

Total Program Cost: \$360,035.00

Cost per client for proposed Sunnyvale Program: \$5.50

Number of Sunnyvale clients to be served: 2000

Total matching funds for proposed Sunnyvale services: 28,806

Match Ratio (% of program funded by matching funds): 8%

Is Applicant currently receiving funding from Sunnyvale? Yes No

Has the Applicant applied for funds from the City of Sunnyvale for this Program before? Yes No

If yes, complete the following chart for the previous five years.

Fiscal Year Applied	Amount Requested	Amount Awarded by City
2012/2013	12,000	8,913
2011/2012	12,000	8,188
2010/2011	8,775	12,267
2009/2010	8,775	12,267
2008/2009	13,720	8,772

¹ NOTE: Please see pages iii-iv of Application instructions for details on how to calculate Program Cost and Cost per client

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SECTION 2: PROGRAM INFORMATION

A. Program Overview and Target Clientele

1. Provide a brief description of the proposed Program, including the specific services to be provided to Sunnyvale clients with funds from the City of Sunnyvale. Describe your target clientele in terms of age group, income level, household type, etc.

Ombudsmen partner with residents, their families, long term care facilities, community organizations and other interested parties to improve the quality of life for long term care residents. LTC Ombudsmen work to resolve problems of an individual resident and to bring about changes to improve care. LTC Ombudsmen regularly visit long term care facilities, monitor conditions and care, and provide a voice for those unable to speak for themselves. The program will demonstrate and maintain a regular, ongoing visibility to these residents through unannounced regular visitation to long term care facilities. Ombudsmen will identify, receive, investigate, and resolve complaints, including violations of personal rights and allegations of elder abuse for primarily elderly and/or disabled residents.

Residence in a licensed long term care facility is the basis for eligibility for services. Certified LTC Ombudsmen provide services with respect for human dignity and the individuality of the resident unrestricted by considerations of age, social or economic status, personal characteristic or lifestyle. . Our clients are all residents in Sunnyvale licensed long term care facilities. Residents are often the frail, chronically ill, primarily elderly referred to as "frail elderly" and/or disabled individuals with physical and/or mental impairments. These residents have conditions that do not allow them to live independently. The Program sees clients at their places of residence, i.e. Sunnyvale's 42 licensed long term care facilities.

2. Describe the type of needs(s) that the proposed Program would address, its impact on Sunnyvale, and which need or objective of the City's Consolidated Plan it is primarily intended to meet.

The LTC Ombudsman Program is designated as the only provider of services specifically for residents in long term care facilities in Sunnyvale. The Program is a unique and unduplicated service in Santa Clara County. Federal and State laws mandate that Ombudsmen are available to elderly residents of long term care facilities in order to ensure care provided meets minimum standards required. The care setting/housing environment in which the vulnerable and dependent resident is placed has their own priorities and constraints. The LTC Ombudsman Program reinforces the centrality of the resident. The balance of power is tilted towards the provider, and one of the functions of the Long Term Care Ombudsman is to correct this tendency. Catholic Charities, Long Term Care Ombudsman Program holds the contract to deliver these services in Santa Clara County.

Currently, there are 1,288 licensed long term care beds in 42 Sunnyvale facilities. Long term care residents may be unable to advocate for their own needs and rights due to their out of home placement. Long term residents are no longer able to care for themselves. Living in a long term care facility is often not the first choice for anyone but for residents that have to live in a facility it is important that they know their rights. LTC Ombudsmen work to resolve problems of an individual resident and to bring about changes to improve care.

"The Census Bureau defines the frail elderly as persons 65 years old or older who have a self-care or mobility limitation." "A disability is a physical or mental impairment that limits one or more major life activities." - Pages 42 - 44 of the Sunnyvale 2010-2015 Consolidated Plan. Table 5.3 in the Consolidated Plan lists Elderly and Frail Elderly as High Priority. Ombudsmen protect and help improve the quality of life for the frailest of our senior and disabled population. Program services are consistent with the Consolidated Plan.

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3. Describe the Program's client eligibility requirements. Note if the clients are at-risk and/or an under-served population, and explain why.

Our clients are individuals with physical and/or mental illnesses and chronic conditions that do not allow them to live independently. The LTCOP was developed in response to widely reported concerns that our most frail and vulnerable citizens, those living in long term care facilities, were subject to abuse, neglect, and substandard care. Often, long term care residents lacked the ability to exercise their rights, or voice complaints about their circumstances.

The LTCOP is unique because it delivers services to individual residents, it calls upon others to fulfill their responsibilities to residents, and it is a public voice advocating for improvements needed by residents. As independent advocates, the Older Americans Act empowers and directs Ombudsmen to represent residents' interests. The Program specifically serves residents in long term care facilities with unimpeded legal and confidential access to these residents 7 days a week. The Long Term Care Ombudsman Program is the only certified, unrestricted organization that can go into long term care facilities on a resident's behalf. The need would not be met without the Program's regular ongoing presence at facilities.

4. What other private or public organizations are now, or will be, addressing the same needs as the proposed program? List and describe the services provided by each agency to address these needs. Explain how the proposed program augments rather than duplicates the services of others. Describe how your agency collaborates with similar or complimentary service providers.

The Ombudsman Program is unique. The Long Term Care Ombudsman Program and its services are distinctive in purpose and scope and unduplicated in Santa Clara County. The LTCOP is designed to be non-regulatory and to be outside of the provider and of the enforcement systems; residents and other consumers feel they can trust the LTCO to represent their interests. The Older Americans Act (OAA) provisions for confidentiality and conflict of interest add to the strength of the program's ability to freely represent residents. .

No other agency has the legal daily access to facilities and confidential access to residents. Our efforts are focused on resident-centered advocacy that drives the Program's services. State-certified Ombudsmen are a vital link between residents of long term care facilities and government enforcement authorities able to investigate violations of federal and state regulations. While Ombudsmen work cooperatively with regulatory agencies, our efforts are focused on complaint resolution and empowering persons to resolve complaints themselves when appropriate.

5. Describe any direct, quantifiable cost savings your proposed program would generate for the City, such as reducing a need for city services, (police, etc.). Attach any reports or other documentation supporting your estimates of city savings. Do not include cost savings to other public or private entities (county, state, federal agencies, or businesses).

AB 40 went in to effect on January 1, 2013. Section 15630 of the Welfare and Institutions Code is amended to include additional reporting of abuse in long term care facilities to law enforcement. Under the law physical abuse allegedly caused by a resident with a physician's diagnosis of dementia, and there is NO serious bodily injury allows the facility to call local LTCOP or local law enforcement immediately or as soon as practicably possible. Due to long standing Ombudsman relationships with facilities and residents it is expected that for residents with a diagnosis of dementia the facility will call the Ombudsman not law enforcement to report allegations of abuse with no serious bodily injury. With Ombudsman responsibility in abuse cases to receive reports it will allow Sunnyvale Public Safety Officers to respond to other calls. Ombudsman when appropriate will contact other agencies for further action as necessary. Due to changes in the abuse reporting law, LTCOP plans to work with Sunnyvale Public Safety to create protocols for responding to abuse reports received by both parties.

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6. Number of unduplicated clients estimated to be served by the proposed program in next fiscal year (must be consistent with Section 1.C).

Sunnyvale Clients: 2000 Total Program Clients: 12000

a. If the agency currently receives Sunnyvale funding, will the amount requested for FY 2013-14 result in an increase in the number of Sunnyvale clients currently being served by the agency?

Yes No (If Yes, continue, if No, go to "B. Objectives")

b. How many additional Sunnyvale clients are expected to be:

Extremely Low Income _____ Very Low Income _____ Low Income: _____

Please complete the table below, using actual client data from prior years; only for the specific program for which you are requesting City funds:

Time Frame	Number of Sunnyvale Clients Served	Total Number of Clients Served	Amount of Sunnyvale Funding Received, if Any	Average Annual Program Cost Per Client
Average of past 5 years	1,819	11,670	\$10,081.00	\$29.62
FY 2011-12	2,001	12,267	\$8,188.00	\$28.58
Estimated for FY 2013-14	2,000	12,000	\$8,913.00	\$29.30

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Please provide the number of unduplicated Sunnyvale clients served by income level and special needs, if any:

	2011-2012 Actual	2012-2013 Proposed		2011-2012 Actual	2012-2013 Proposed
	SUNNYVALE ONLY			SUNNYVALE ONLY	
Extremely Low Income (0%-30% AMI)	130	106	Youth (0-18 years)	0	0
Very Low Income (31%-50% AMI)	10	17	Adults (19-61 years)	38	33
Low Income(51%-80% AMI)	126	100	Seniors (62+ years)	354	299
Moderate Income (81%-120% AMI)	63	56	Disabled Individuals	392	332
Above Moderate Income (120%+ AMI)	63	53	Other Special Needs	0	0
Total	392	332	Total	392	332

B. Objectives

For each program objective, please indicate the proposed type and number of units of service to be provided during the next fiscal year. Units of service are those units that will be used to calculate program performance and justify reimbursement requests. You must include at least one type of unit, and may include up to four types.

Objective (unit of service) e.g. hours of service, meals provided, evictions prevented, etc.	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Annual
Site visits to Sunnyvale LTC facilities	30	30	30	30	120
Complaint investigations	5	5	5	5	20
Hours of support and training for Ombudsmen	35	35	35	35	140
Unduplicated resident contacts	83	83	83	83	332

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C. Program Administration and Monitoring

1. Use the table and space below to briefly describe how the program will be managed and administered, including proposed staff time and staff functions.

Position Title	Program Duties	Total Annual Salary	Total Hours per Week	% Time Allocated to Sunnyvale Grant Activity	Amount of Salary to be funded by grant, if any
Program Manager	Oversees Program	63,652	40	8%	0
Field Ombudsman	Site visits, complaint investigation & witness AHCD	39,728	40	15%	5,959
Volunteer Coordinator/ Program Assistant	Case/compliant intake, data management, recruit, train and support volunteers	50,794	40	10%	5,041
Ombudsmen Volunteers	Site visits, complaint investigation & witness AHCD	0	5	100%	0

The Program is a professional program with state-certified volunteers at the core. At the present time, the experience of the Ombudsman assigned to this activity ranges from 4 to 18 years. Staff have backgrounds in Public Health, Health Science, Healthcare Administration, and Social Welfare. Field Ombudsmen (staff and volunteer) receive, identify, investigate, and seek resolution of complaints made by or on behalf of residents in long term care facilities. The Volunteer Coordinator recruits, trains, and administers the volunteer component of the Program.

2. How will the effectiveness of your program be measured during each year of the grant?

As advocates, Ombudsmen are accountable to the residents served. The effectiveness of the Ombudsman system should be measured by its responsiveness to residents needs. The Program records are analyzed to measure the strength of our presence at facilities and availability to residents and other concerned parties. On a monthly basis Ombudsmen are required to submit a Monthly Activity Summary Report documenting number of facility visits, number of unduplicated resident contacts, and hours. Ideally, the Ombudsman approaches a complaint from the resident's perspective, with the resident's satisfaction the foremost goal in resolving the complaint. Ombudsmen submit Case/Complaint Investigation Forms for each complaint opened, investigated, and the disposition/resolution identified.

The Program Manager oversees daily operations, including the monitoring of facility coverage and complaint investigation by certified Ombudsmen. This documentation is reviewed and analyzed in relationship to measurable objectives. The Program Manager will review objectives and activity plan on a quarterly basis in order to assign Ombudsmen and resources to maximize the potential of the Program to individual residents.

The Program is monitored by 6 other cities, Santa Clara County (Urban County), the Council on Aging (Area Agency of Aging), Catholic Charities and the Office of the State Long Term Care Ombudsman. These measurement tools will determine how well we are meeting our goals and whether we are effective in our advocacy.

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3. Describe your policies and procedures for assuring that people with disabilities and/or limited English proficiency have equal access to services and benefits. Attach your agency's Language Access Policy and disability-related policies, if any.

Federal law requires each long term care facility to display information on how to contact the Ombudsmen. Each facility is legally required to place a state approved poster with the Long Term Care Ombudsman Program's local telephone number and the 24 hour 800 CRISISline number in a conspicuous location, visible to all residents, family members and visitors. Posters are bilingual in English and Spanish. Our Program brochure is available in English and Spanish and contains the TTY number. The Ombudsman Program has state-certified Ombudsmen fluent in many languages such as Spanish, Tagalong, Chinese, Japanese, Hindi, Punjab, French, Farsi, Italian, and others. The CA Office of the State Long Term Care Ombudsman within the CA Department of Aging maintains a list of certified Ombudsmen throughout the state, who are fluent in a second language and are available to act as translators for the Ombudsman Program. Another tool available are picture communication boards for a medical setting available in 69 languages. Written information on popular topics of residents' rights, end of life issues and AHCD forms are available in several languages such as English, Spanish, Vietnamese, Chinese, Tagalong, Korean, Russian and Hmong.

4. Provide a brief general description of your agency and the services it provides. Describe your agency's experience in providing the proposed services. If previously funded by the City, what goals and accomplishments were achieved with City funds?

For more than 50 years, Catholic Charities of Santa Clara County has worked to strengthen families and build economic self-sufficiency for the poor and vulnerable in the County. We help people of all cultures and beliefs rise up out of poverty and overcome the barriers to self-sufficiency. We do this through a broad range of services, including job skills training and placement, older adult services, mental health and substance abuse counseling, housing assistance, financial education, immigration support, and refugee resettlement. We also provide educational programs that help young people develop into self-sufficient adults. Each year, more than 400 employees and hundreds of volunteers serve more than 37,000 people in need.

Catholic Charities has provided Ombudsman services in Santa Clara County since 1981. The Program is established, staffed and ready to provide services.

Sunnyvale has long history of financial support of the Ombudsman Program. All contract goals have been met or exceeded. During the first half of fiscal year 12/13, the Program has made contact with 1,365 unduplicated residents, conducted 258 site visits and investigated 91 complaints.

5. Explain how your agency collects client eligibility and demographic data, consistent with CDBG requirements for public services programs. Attach a copy of your client application or income verification form.

Approximately 90% of Ombudsman clients are elderly. Elderly residents are presumed by HUD to be low-income. Assumed low/mod per Government 570.208(2)(A). SSI / Medi-Cal eligibility means test meets CDBG guidelines low/mod per Government 570.208(2)(A).

Not all long term care residents served are able to provide the Ombudsman with financial information due to physical and/or mental disabilities. Client information is currently collected on long term care residents by conducting surveys. Each July, the Program surveys all licensed long term care facilities in the City requesting information on the gender, age, ethnicity and payment source for all residents.

D. Consolidated Plan Goals

Please indicate which Consolidated Plan Goal(s) will be met by the Program and briefly describe how your Program meets the Goal(s).

- Goal #2:** Support activities to end homelessness
- Goal #3:** Support activities that provide basic services
- Goal #4:** Promote fair housing choice
- Goal #5:** Expand economic opportunities for low-income households.

The Ombudsman Program provides supportive services for seniors and disabled individuals who are no longer able to live independently. Our elderly population, a group that uses considerably more services than younger people and whose health and long term care needs are often more complex. Ombudsmen are available to elderly residents of long term care facilities in order to ensure care provided meets minimum standards required. The need would not be met without the Program's regular ongoing presence at facilities and unimpeded confidential access to long term care residents.

E. HUD Performance Measures

HUD required that recipients of federal funding assess the outcomes of their programs. Please identify which HUD objective and HUD outcome will be addressed by your proposal.

Objectives

- Objective #1: Creates a suitable living environment.** This objective relates to activities that are designed to benefit communities, families, or individuals by addressing issues in their living environment (such as poor quality infrastructure) to social issues such as crime prevention, literacy or elderly health services.
- Objective #2: Creates economic opportunity.** This objective applies to the types of activities related to economic development, commercial revitalization, or job creation.

Outcomes

- Outcome #1: Improve availability/accessibility.** This category applies to activities that make services, infrastructure, public facilities, housing, or shelters available or accessible to low/moderate income people, including persons with disabilities. In this category, accessibility does not refer only to physical barriers, but also to making the affordable basics of daily living available and accessible to low/moderate income people where they live.
- Outcome #2: Improve affordability.** This category applies to activities that provide affordability in a variety of ways in the lives of low/moderate income people. It can include the creation or maintenance of affordable housing, basic infrastructure hook-ups, or services such as transportation or day care.

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SECTION 3: FINANCIAL AND OTHER ORGANIZATION INFORMATION

A. Agency Information

Non-Profit with 501(c)(3) Status : Yes

Faith-based organization: Yes

Community Based Development Organization (CBDO): No

Community Housing Development Organization (CHDO): No

Other Type of Organization: Not applicable

Describe: Not applicable

DUNS Number: 119747590

B. Total Agency Budget

	2012-13	2011-12	2010-11	2009-10
Administration	\$3,930,759.00	\$3,828,869.00	\$3,328,651.00	\$2,834,867.00
Fundraising	\$2,001,496.00	\$880,273.00	\$1,105,270.00	\$984,231.00
Proposed Program (Total Budget)	\$351,621.00	\$350,564.00	\$340,739.00	\$316,299.00
All Other Programs	\$24,322,811.00	\$24,037,663.00	\$22,624,483.00	\$19,219,245.00
Total Agency Budget	\$30,606,687.00	\$29,097,369.00	\$27,399,143.00	\$23,354,642.00

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C. Budget for Fiscal Years 2013-14 & 2014-15

Proposed Sunnyvale Program Annual Expenses*	City Funds	Matching Funds	Total
Salaries/Benefits/Payroll/Taxes	\$11,000.00	\$24,252.00	\$35,252.00
Office Supplies		\$207.00	\$207.00
Communication		\$1,480.00	\$1,480.00
Publications/Printing/Advertising		\$307.00	\$307.00
Travel		\$200.00	\$200.00
Rent/Lease/Mortgage		\$1,913.00	\$1,913.00
Utilities			
Insurance		\$327.00	\$327.00
Equipment Rental/Maintenance		\$45.00	\$45.00
Audit/Legal/Professional Services (for CDBG portion only)		\$75.00	\$75.00
Direct Services (Funding for specific service, e.g. meal, ride)			
Contract Services			
Other			
Total Expenses	\$11,000.00	\$28,806.00	\$39,806.00

* Round to the nearest whole dollar and include only expenses associated with proposed program and Sunnyvale clients.

