



Agency Rpt
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SACRAMENTO HOUSING AND REDEVELOPMENT AGENCY

March 6, 1985

CITY MANAGER'S OFFICE
RECEIVED
APR 16 1985

FILED
APR 23 1985
SACRAMENTO HOUSING AUTHORITY
CITY OF SACRAMENTO

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APR 17 11 49 AM '85

Housing Authority of the
City of Sacramento
Sacramento, California

Honorable Members in Session

SUBJECT: Report of Periodic Assessment of the Sacramento
Housing and Redevelopment Agency Community
Information Center.

SUMMARY

The attached Periodic Assessment Report dated January 3, 1985 (Exhibit I) is submitted for review. The staff recommends acceptance of the report and continued support of the Information and Referral Program.

BACKGROUND

The Area 4 Agency on Aging funding for Elderly Assessment Program (EAP), a program of Sacramento County Health Department, is channeled through A4AA contract with Sacramento Housing and Redevelopment Agency Community Information Center. This funding began in January 1984 on a trial basis with one-time-only funds to expand the capacity of EAP to assist clients needing long term monitoring and follow-up. The funding was continued for FY84-85 effective July 1, 1984 with on-going funds.

Staff who are outstationed at the Elderly Assessment Program are trained Information/Referral Specialists who add the dimension of their knowledge of community resources and assessment skills to the EAP team.

4-23-85
All Districts

(1)

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Recommendations made in this evaluation are discussed below:

Recommendation 1.

The client service hours provided by the Master of Social Work intern(s) should be added to the EAP budget as an in-kind line item with a budget revision. Service hours generated from September should be added to the monthly reports.

Discussion: It was determined by the A4AA analyst and staff during this on-site visit that by using intern hours as in-kind we would be at 90% of contracted units of service by January 1985. This has been completed and monthly reports revised.

Recommendation 2.

The functional job description for the Case Management Assistants should be finalized and implemented as soon as possible.

Discussion: The job description was revised recently. EAP staff are reviewing it and in March, a meeting has been scheduled to finalize the "functional job description".

Recommendation 3.

EAP should achieve at least 285 hours (90% of monthly service units) monthly for the balance of the contract year.

Discussion: By using the student intern hours in addition to the three staff members hours, we should continue to achieve 90% of our monthly service units, which is our current level of performance.

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Recommendation 4.

During the third quarter, a standard assessment tool and a care plan form should be drafted and submitted to A4AA.

Discussion: This item is an administrative one that our contract does not cover. The A4AA and EAP administration are working out this item.

POLICY IMPLICATIONS:

The action proposed in this staff report is consistent with previously approved policy and there are no changes being recommended.

RECOMMENDATIONS:

The staff recommends receipt and filing of the Periodic Assessment Report.

Respectfully submitted,


ANDREW PLESCIA
Acting Executive Director

TRANSMITTAL TO COUNCIL:


WALTER J. SLIPE
City Manager

GS:hm

Contact Person: Gaea Swinford

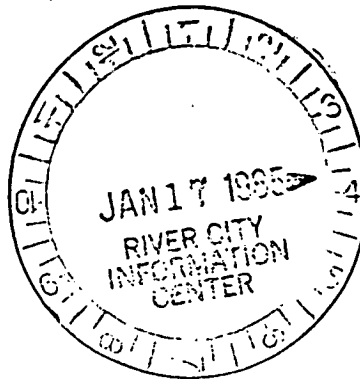


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Area 4 Agency on Aging

2862 Arden Way • Suite 101 • Arden Office Park • Sacramento, California • 95825 • (916) 486-1876

January 16, 1985



Gaea Swinford
Community Information Center
Sacramento County Library
828 I Street
Sacramento, CA 95814

Dear Gaea:

Enclosed for your record is the revised face sheet for the program evaluation report recently completed for the Elderly Assessment Program (EAP) portion of the contract for the Community Information Center.

The changes reflect data called in by you on January 14 for the hours of comprehensive assessment generated as in-kind by the MSW interns assigned to EAP and the in-home visits completed to date by the Area 4 Agency on Aging funded portion of EAP.

As we discussed over the telephone, we will expect from you corrections to the monthly reports (CDA186) for August through December, one set for EAP data only and one set covering EAP and I&R data. Also, the pending budget revision should include the service hours rendered by the MSW interns as in-kind non-match.

Please feel free to call if you have any questions.

Sincerely,

June Arima Schumann
Assistant Director

JAS:aj

Enclosure

cc: Sue Nisbet, EAP

AREA 4 AGENCY ON AGING
PROGRAM EVALUATION REPORT

AGENCY/PROJECT: Sacramento Housing & Redevelopment Agency/Elderly Assessment Program
Community Information Center

PROJECT DIRECTOR: Gaea Swinford DATE OF REPORT: 1/3/85

SITE(S) VISITED: EAP Office DATE(S) OF ONSITE: November 29, 1984

EVALUATOR: _____
 June Arima Schumann

PERSONNEL INTERVIEWED: Sue Nisbet
 Gaea Swinford
 Melinda Lauten

CURRENT PROJECT DATA:Number Unduplicated Clients: 81Period Covered: 7/1/84-11/30/84

SERVICE	SERVICE UNITS CONTRACTED		CONTRACT PERFORMANCE	
	Annual	Contracted Units to Date	# Units To Date	% of Contract To Date
Comprehensive Assessment	3,320 hrs	1,106 hrs	959 hrs	87%
Home Visits	550	231	171	74%

The program's performance through November 30, 1984 is below the minimum contract expectations. The program should have achieved 995 hours (90%) of comprehensive assessment and 208 home visits (90%), for this period. A corrective action plan submitted indicates that staff turnover and the time required to hire replacements resulted in no staffing during July and October. As of the date of this report, two case management assistants have been hired, and a third position was expected to be filled on a temporary basis to supplement the service hours. The performance for November increased to 119%.

ADMINISTRATION

The A4AA funding for Elderly Assessment Program (EAP), a program of Sacramento County Health Department, is channeled through A4AA contract with Sacramento County Community Information Center. This funding began in January 1984 on a trial basis with one-time-only funds to expand the capacity of EAP to assist clients needing long term monitoring and follow-up. The funding was continued for FY84-85 effective July 1, 1984 with on-going funds.

Several administrative and organizational issues are noted for further evaluation and follow-up during the third quarter.

ONSITE DATE:

1. Some aspects of expanded scope of EAP's operations with A4AA funds are still in developmental stage and have not reached the point of stable operations.
2. The changes in funding base from one-time-only for six (6) months to full year funding have left EAP in a state of flux resulting in frequent staff turnover.
3. The contractual arrangement in which funds are passed through SHRA, Community Information Center tends to compound the complexities of creating new positions, hiring and supervision of staff, and developing the day-to-day operating procedures.
4. Although the job description and classification for Case Management Assistants have been completed for SHRA's personnel procedures, the functional job description by EAP has not been finalized. The completion of this task is critical to formalize the role and responsibilities not only for the Case Management Assistants but also for the other members of EAP staff.

The joint management of this portion of EAP operation is taking place with division of labor and coordination of responsibilities through frequent phone contacts and meetings between EAP and Community Information Center managers.

SERVICE DELIVERY

Clients Served

A sample of case records of clients currently served by the Case Management Assistants were reviewed. On the whole, the clients appeared to be appropriate and in need of support and frequent monitoring regarding numerous problems and needs.

Procedures

Case Management Assistants function as members of EAP staff team. They are assigned tasks on cases which require involved service arrangements, collateral contacts, regular home visits to monitor client's condition, follow-up on closed cases, monitoring for EAP homemaker cases, and otherwise require more attention over a longer period of time. The Case Management Assistants perform their work under the supervision of the EAP manager, but they also take specific instructions from the EAP social workers and nurses who carry case responsibility.

Services rendered appear to have been provided promptly and responsively to individual client needs.

The case records reviewed were up to date and generally complete. However, information is recorded as case narrative and not consistently recorded or organized from worker to worker. A standard client assessment tool or care plan did not appear to be in use. A standard intake and closing summary forms are used. EAP is presently in the process of revising the paper work.

PROJECT: Sacramento Housing & Redevelopment Agency/
 Elderly Assessment Program/Community
 Community Information Center
 ONSITE DATE: November 29, 1984

Area 4 Agency on Aging
 Periodic Assessment
 RECOMMENDATIONS

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RECOMMENDATIONS: from this Evaluation	To be filled in by A4AA		
	Implemented		
	Yes	No	*
1. The client service hours provided by the MSW intern(s) should be added to the EAP budget as an in-kind line item with a budget revision. Service hours generated from September should be added to the monthly reports.			
2. The functional job description for the Case Management Assistants should be finalized and implemented as soon as possible.			
3. EAP should achieve at least 285 hours (90% of monthly service units) monthly for the balance of the contract year.			
4. During the third quarter, a standard assessment tool and a care plan form should be drafted and submitted to A4AA.			

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