

*Consent* 1

## SACRAMENTO HOUSING AND REDEVELOPMENT AGENCY

December 29, 1981

CITY MANAGER'S OFFICE  
**RECEIVED**  
JAN 6 1982

Housing Authority of the  
City of Sacramento  
Sacramento, CA 95814

Honorable Members in Session:

SUBJECT: Area 4 Agency on Aging Assessment of the  
River City Information Center

### SUMMARY

Attached as Exhibit A is a copy of the Area 4 Agency on Aging report of findings as a result of their quarterly review of the River City Information Center.

### BACKGROUND

During the month of November, 1981, the Area 4 Agency on Aging staff conducted a review of the operations of the River City Information Center located at the Central Library at 828 "I" Street, Sacramento, California.

The findings indicate that the program is exceeding the expected levels of services and meeting the standards for providing services to the elderly according to the guidelines developed by the Administration on Aging.

**APPROVED**  
SACRAMENTO HOUSING AUTHORITY  
CITY OF SACRAMENTO

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1-12-82  
All Districts

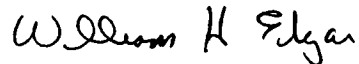
# SACRAMENTO HOUSING AND REDEVELOPMENT AGENCY

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City of Sacramento  
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## RECOMMENDATION

The staff recommends the receipt and filing of this report.

Respectfully submitted,



WILLIAM H. EDGAR  
Interim Executive Director

TRANSMITTAL TO COUNCIL:



WALTER J. SLIPE  
City Manager

Area 4 Agency on Aging  
Periodic Assessment  
Project Data

PROJECT: River City Information

DATE OF ONSITE(S): November 4, 1981

PROJECT DIRECTOR: Charlene James

EVALUATOR(S):

Harriette Work  
Harriette Work

SITE(S) VISITED: River City Information Center  
828 "I" Street

PERSONNEL INTERVIEWED: Charlene James, Mary Strohl

- FOCUS OF ASSESSMENT:
- Baseline
  - Project Data/Contract Performance
  - Program Operations
  - Nutrition Operations
  - Fiscal
  - Follow-up on Previous Assessment (see yellow attachment)

CURRENT PROJECT DATA (services for elderly):

Information & Referral	Contracted Service Level FY 81-82		October 7/1/81 - 9/30/81	
	Annual	Quarter	Quarter	Ratio of Services
Information Transactions	10,000	2,500	4,001	160%
Referrals	240	60	129	215%
Follow-Up	240	60	88	147%
Summary: See Attached				

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SUMMARY:

The statistics for the first quarter of operation indicate that the program is exceeding the expected levels of service. The number of information transactions exceeds the expected level of service by 160%; the estimate for the quarter was 2,500 while the actual figures indicate 4,001 transactions were made. The number of referrals and follow-up also exceed the expected levels of service: 215% for referrals which are appointments for clients with agencies that can best meet their needs; and 147% for follow up with clients or referred agencies to insure that clients received the necessary linkage. Factors contributing to this increase above the expected level include:

- 1) the extended hours of operation totaling 58 hours.
- 2) the "start-up" media campaign which directed attention to the program with brochures and pens and media announcements both through radio and TV, and newspapers
- 3) the greater visibility of the program and
- 4) the enthusiastic involvement of the staff from the Sacramento County Library system and staff of Housing and Redevelopment.

Additionally, the program's identification with the Housing and Redevelopment Agency has provided an entree to senior housing units where the I&R Director has arranged meetings with residents for information exchange and assistance. Finally, staff are careful to record transactions and are encouraged as well in accurately completing the interview forms, which makes computations valid representations of the workload experienced by the program. Staff estimate that they receive a call every 6 minutes.

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The primary focus for this first evaluation related to a review of the Minimum Standards for I&R programs as developed by the Administration on Aging and a review of the I&R resource files.

Minimum Standards Review:

1. Organization and Facilities;

The program gives particular attention to older persons although information is provided to other age groups. The I&R Center is located on the main floor of the Central Library and while confidentiality during interviewing does not offer exclusive privacy, the majority of the transactions are by telephone. For clients with extensive needs, a private interview can be arranged with the Director in a setting that does insure a greater degree of privacy.

2. Resource File

Currently, the program is undertaking a complete re-vamping of the resource files and resource classifications. The resource cards inherited by the program were inadequate and an immediate project was initiated to develop a new system. Considerable thought and planning has been given to this undertaking. Staff have exhibited considerable skill in developing a workable system, but with limited staff time, particularly clerical support, the program has requested additional assistance. The Area Agency is currently working on a plan to provide financial assistance to the development of the program's resource files, and a directive will be forthcoming from the Area Agency within the next few weeks.

A file of current information has been systematically arranged in order to enable staff to quickly refer to the file for information. Additionally, a file on the most frequently requested telephone number for agencies has been typed onto cards and laminated in protective plastic for heavy usage by staff.

A survey is currently underway by the I&R Center for agencies serving the elderly and who may not be included in the CSPC Directory. This survey will enable the project to have an extensive and complete file of services for the elderly. Additionally, the I&R Director is assisting the CSPC Directory staff in reviewing responses from agencies that will be included in the 1982 Directory.

3. Staffing

The Staff of the project consist of:

- one I&R Director - Part Time with offices in the Ping Yuen Center
- one I&R Supervisor at the Library - 20 hours a week

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- two I&R line staff - 20 hours a week each
- one Title V clerical worker - 20 hours a week
- and additional library staff who accept "roll over" telephone calls that are directed from the I&R telephone line to the Business Reference Desk at the library.
- The part-time RSVP position for 13 hours a week is currently vacant.

Given the volume of I&R contracts, the I&R director feels that the staffing pattern is inadequate to provide the kind of quality service that she and the Library I&R Supervisor would like to provide to the elderly. Additionally, more clerical support would be of value to the program. The volunteer component for the program is currently being evaluated.

Training for I&R staff at all levels was provided during the first weeks of the program and a comprehensive and intensive schedule was observed. Consequently, staff received updated resource information and a basic foundation in the workings of an I&R program. Since library staff are well trained in providing information to the public, and staff professionally trained, adapting to the requirements of an Older American Act I&R program eased the transition period for the project. Ongoing staff meetings are utilized to keep staff informed and to direct the work of the project.

#### 4. Access

The I&R program is centrally located in the downtown area in a familiar location for the public. The program is handicap accessible and the hours of operation are the same as for the library: Monday 9 - 6, Tuesday 9 - 6, Wednesday 10 - 6, Thursday 9 - 9, Friday 9 - 6 and Saturday 9 - 5:30. An answering service is utilized after hours. While some calls are received after the 5 P.M. time, the heaviest period of transactions occur in the morning hours. Bilingual staff are available on request. Two incoming telephone lines are provided for callers; when the I&R desk telephone is busy, the telephone line at Business Reference Desk is activated.

#### 5. Interviewing, Information Giving and Referral

For clients with extensive problems, the I&R Director will make either an appointment for a home visit and assessment or an office appointment. Consequently, clients can receive individualized attention and linkages with appropriate agencies can be achieved. This asset to the program has not been available in the past in this unique way and is directly attributable to the I&R Director's professional background in social services. Clients with simple problems are assisted through the regular I&R channels.

I&R line staff selected for the project had a background either in I&R directly as with one worker or with a social service agency in the case of the second worker; consequently, they were familiar in working with the public.

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6. Follow-up

During this quarter, 88 follow-up contacts were made with individuals who had contacted the agency. Follow-up comprises an important part of the I&R process and insures that clients received the linkage necessary. Service was above the expected level of service for this quarter.

7. Publicity and Outreach

The I&R program has had excellent media coverage during this "start-up" period. Brochures, pens, library bookmarks and news releases throughout the area were developed. Additionally, the I&R director has spoken to numerous community groups such as the United Way Referral Agent Program; Project Gold, and various housing units within the Housing and Re-development Agencies' program. While the program is operating at a level higher than expected, media coverage should continue to be developed in order to reach those elderly who may not have heard about the service.

8. Records and Reports:

Records of interview transactions are adequately recorded and kept in a locked file as required. Monthly transactions reflect a diverse request for information. Interview forms are sorted according to the classification system used for reporting to the Area Agency and are exceptionally neat and orderly. While the Director has stated that completing the monthly report forms with the detail required for the "Needs Expressed" section requires a vast amount of time, the nature of the information is essential for the planning responsibilities of the Agency. Consideration from the Area Agency will be given to making this task easier for Directors.

SUMMARY:

The River City I&R program is meeting the standards for providing services to the elderly according to the guidelines developed by the Administration on Aging. The I&R Director and I&R Supervisor have set high professional standards for the program to achieve and presently a quality program is being developed. The cooperation of the library personnel and the enthusiasm and commitment of the I&R Director and I&R Supervisor to develop a quality service is commendable.

HW:ak.12.4.81

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Area 4 Agency on Aging  
Periodic Assessment  
RECOMMENDATIONS

to be filled in  
by A4AA

RECOMMENDATIONS:

Implemented  
Yes No \*

1. The program should continue to develop and implement a workable resource file and classification system;
2. Media coverage should continue to be released to keep the public informed about the I&R service; and
3. Given the current service level and the expected continuation or increase in the utilization of the I&R program by the public, plans should begin to be developed for coping with the rising level of service. Additional staff hours in direct I&R service, clerical support, and an efficient telephone system should be given priority consideration in future planning.