



MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS

DATE: MAY 6TH, 2020

SUBJECT: **REVIEW AND APPROVAL OF CALIFORNIA DEPARTMENT OF AGING'S AGING AND DIABILITY RESOURCE CONNECTION CONTRACT (AD-1920-05), ASSOCIATED BUDGET, AND ANY SUBSEQUENT AMENDMENTS**

Introduction

The Department of Disability and Aging Services (DAS) is requesting approval to enter into a new contract (AD-1920-05) with the California Department of Aging to access funding as a Designated Aging and Disability Resource Connection (ADRC). The California Department of Aging has allocated \$756,120 to the City and County San Francisco..

Presentation of this standard contract document before the Disability and Aging Services Commission for your approval is a required step in the California Department of Aging's contract certification process.

Background

The San Francisco Age and Disability Resource Connection ("SF ADRC") is a collaboration between the Department of Disability and Aging Services and a network of community based organizations. The SF ADRC coalition first formed in 2007. The goal of the ADRC is to develop long-term support infrastructure to increase consumer access to home and community-based long-term services and supports and to divert persons with disabilities and older adults from unnecessary institutionalization. The SF ADRC brings together key stakeholders in an effort to streamline community-based services for seniors and people with disabilities, educate the public about the rich array of services available to support community-based living and aging in place, and provide human service organizations with an avenue through which to share knowledge, resources and opportunities.

The SF ADRC was re-designated by CDA on December 31, 2019, making it eligible to receive the state funding to be accessed through this contract. State Designation is an acknowledgement by the State that local aging and disability organizations have worked together to implement an ADRC partnership model for long term services and supports system improvements and will continue to do so. ADRC Designation is an achievement of core ADRC standards and a shift to No Wrong Door principles of service delivery.

Program Focus / Allocation of Funding

The California Department of Aging requires that funding received under this contract supports ADRC implementation of local No Wrong Door (NWD) systems, as well as, support the expansion or strengthening of ADRC/NWD related services through funding from the ADRC Infrastructure Grants Program.

DAS intends to utilize these funds to achieve two goals. The first is to create a phone-based consumer satisfaction survey for all persons who call the San Francisco ADRC call center (DAS Benefits and Resource Hub). This standardized survey would allow the San Francisco ADRC staff to assess whether consumers' needs were met, whether they were satisfied with the services they received, and whether they experienced positive outcomes.

The second goal is to develop an Online Resource Directory (ORD) in San Francisco County. The ORD will improve access to and provision of critical services for those in need. The SF ADRC is uniquely suited to develop, launch, implement, and manage a dynamic Online Resource Directory. The scope of the ORD is broad. It is meant to provide resources and services to older adults, including well individuals, those with serious illnesses and dementia, people with disabilities, caregivers, service providers, clinicians, hospitals, and families. The ORD is meant to empower San Francisco consumers to consider all the options available to them in accessing long-term support services, in turn facilitating independence regardless of financial resources.

Once funds have been secured, DAS intends to issue a Request for Proposals/Qualifications to identify two vendors who can develop the phone-based consumer satisfaction survey and the ORD. It is expected the funds will fully pay for the creation, piloting, and rollout of the phone-based consumer satisfaction survey. The remaining funds will support the initial ORD, which will serve as a searchable repository of resources spanning a wide range of service domains, including healthcare, housing, caregiving assistance, public benefits, and social and recreational spaces.

The SF ADRC anticipates gaining an understanding of consumer demands, and ability to assess for systems gaps, through the phone-based consumer satisfaction survey results and data from the ORD. With access to ORD data through a regular data transfer from the vendor along with Consumer Satisfaction data, the San Francisco ADRC will monitor the types of services users are seeking and any demographic indicators captured by the system. Considered in conjunction with service enrollment data this will help DAS to understand population needs in a different way. This data review will directly inform how the SF ADRC prioritizes and advocates for services across San Francisco.

Recommended Action: Approve California Department of Aging Contract AD-1920-05, Budget, and all subsequent Amendments.