City and County of San Francisco

Human Services Agency

Department of Human Services
Department of Aging and Adult Services
Office of Early Care and Education

London Breed, Mayor

Trent Rhorer, Executive Director

MEMORANDUM

TO:	AGING & ADULT SERVICES COMMISSION
THROUGH:	SHIREEN McSPADDEN, EXECUTIVE DIRECTOR
FROM:	CINDY KAUFFMAN, DEPUTY DIRECTOR JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS
DATE:	NOVEMBER 14, 2018
SUBJECT:	NEW GRANT: **INSTITUTE ON AGING (NON-PROFIT)** TO HELP MAINTAIN A MULTI-PURPOSE SENIOR SERVICES PROGRAM (MSSP) SITE IN SAN FRANCISCO
GRANT TERM:	7/1/2018-6/30/2019

GRANT AMOUNT:

New	Contingency	Total
$300,000	$30,000	$300,000

ANNUAL AMOUNT

FY 18/19
$300,000

FUNDING SOURCE

	County	State	Federal	Contingency	Total
FUNDING:	$300,000			$30,000	$330,000
PERCENTAGE:	100%				100%

The Department of Aging and Adult Services (DAAS) requests authorization to enter into a new grant with Institute on Aging (IOA) for the period beginning July 1, 2018 and ending June 30, 2019, in an amount of $300,000 plus a 10% contingency for a total amount not to exceed $330,000. The purpose of the grant is to help maintain a Multi-Purpose Senior Services Program (MSSP) site in San Francisco.

Background
Institute on Aging has operated a Multi-Purpose Senior Services Program (MSSP) site in San Francisco through grants provided by the California Department of Aging (CDA) since 1980. The MSSP site provides case management and tangible purchases in an effort to avoid the premature placement of older persons in nursing facilities, and to promote stable independent community living. Unfortunately, the MSSP reimbursement rate has not increased since 2006, and many MSSP sites have begun to close due to insufficient funding. Most recently, the MSSP

sites in Napa/Solano closed earlier in 2018. The San Francisco Department of Aging and Adult Services values and supports MSSP site services as part of the options for long term care supports and services to avoid premature institutionalization. Over time, through inflation and increasing costs, the program's overall expenditures have increased to approximately $2.28 million per year, while the CDA only contributes $1.91 million per year. As the program's deficit has increased, IOA has had to cut into administrative costs as well the available funds for the purchases of service. This grant will provide $300,000 in supplemental funding allowing IOA to maintain the required Staff to Client ratio (1 to 47) and an adequate level of purchases of service to support stable independent community living. IOA will cover the remaining difference of approximately $70,000 (See Appendix B for breakdown).

Services to be Provided
The MSSP site provides long term case management services and tangible purchases to individuals who meet eligibility criteria with the goal of promoting stable community living and preventing premature institutionalization. This includes intake, enrollment, assessment, care planning, care plan implementation, monitoring (person and telephonic client contacts), progress notes, reassessments, and disenrollment. Services will be provided at 3575 Geary Boulevard, San Francisco, CA and will be able to serve clients whose primary language is Spanish, Cantonese, Mandarin, Russian, Farsi, and English.

Reimbursement Structure
The CDA is the primary funder of the MSSP site and reimburses IOA on a per member per month (PMPM) rate. Due to CDA's per member per month funding structure, DAAS will similarly supplement this grant on a PMPM rate. The CDA reimburses IOA at a flat rate of $337 PMPM while the actual cost of the MSSP is approximately $397 PMPM. Through this grant, DAAS will help supplement the difference at a reimbursement rate of $56 PMPM with IOA covering the remaining amount.

Selection
Institute on Aging was selected through Sole Source as they are the only MSSP site in San Francisco.

Funding
This grant will be funded entirely through City and County funds. HSA reimbursement to Institute on Aging for services provided through the MSSP grant will be on a per member per month rate of $56.

ATTACHMENTS
Appendix A
Appendix B

APPENDIX A

AGREEMENT BETWEEN
THE SAN FRANCISCO DEPARTMENT OF AGING AND ADULT SERVICES
AND
INSTITUTE ON AGING
MULTI-PURPOSE SENIOR SERVICES PROGRAM (MSSP)

Grant Term – July 1, 2018 through June 30, 2019

I. Purpose of Grant

The Multi-Purpose Senior Services Program (MSSP) is a long term, medium intensity case management model for low income, medically complex older adults who are 65 years and older. The goal of MSSP is to avoid premature placement of persons in nursing facilities, while fostering independent living in the community. In an application process with California Department of Aging (CDA) in 1980, Institute on Aging (IOA) was selected to be an MSSP provider and has continued to operate the only MSSP in San Francisco for over 30 years. IOA was the 6th site to be established across California with funding from the CDA. As the MSSP reimbursement rate has not increased since 2006, many MSSP programs statewide have closed due to insufficient funding. Most recently, the MSSP in Napa/Solano closed in 2018. The San Francisco Department of Aging and Adult Services values and supports MSSP services as part of the options for long term care supports and services to avoid premature institutionalization. As such, the purpose of the grant is to provide supplemental funding needed to sustain MSSP services for eligible older adults living in San Francisco.

II. Definitions

CARBON	Human Services Agency's Contracts Administration Reporting and Billing Online system
CDA	California Department of Aging
DAAS	San Francisco Department of Aging and Adult Services
Grantee	Institute on Aging (IOA)
MSSP	Multi-Purpose Senior Services Program
Older Adults	Person who is 65 years of age and older
PMPM	Per Member, Per Month; monthly program funding/reimbursement rate per member served

III. Target Population

MSSP targets older adults who meet the following criteria:

- Resident of San Francisco
- Age 65 years or older
- Low income based on Medi-Cal criteria
- Active Medi-Cal with acceptable Aid Code as defined by CDA
- Certified eligible for skilled nursing home placement (2 or more deficits in Activities of Daily Living)

IV. Description of Services

MSSP provides long term case management services and tangible purchases to individuals who meet eligibility criteria with the goal of promoting stable community living and preventing premature institutionalization. This includes intake, enrollment, assessment, care planning, care plan implementation, monitoring (person and telephonic client contacts), progress notes, reassessments, and disenrollment. There is no time limitation for services as long as individuals continue to meet eligibility criteria and have service needs.

Program staffing consist of care managers that are trained in social work (degree) or nursing (Registered Nurse). Multi-lingual staff currently have capacity to serve clients whose primary language is Spanish, Cantonese, Mandarin, Russian, and Farsi. The average MSSP caseload is between 40 to 47 clients per month, with program capacity of up to 446 clients served each month.

Intake and Enrollment

The IOA's Connect Department (415-750-4111) receives referrals from individuals, hospitals, community-based organizations, City agencies, friends and family of prospective MSSP clients, and other sources. The IOA Connect team determines presumptive eligibility, which includes verifying Medi-Cal eligibility with acceptable Medi-Cal Aid Codes. The Intake Specialists on the Connect team manage the waitlist.

Comprehensive Assessment

An in-home comprehensive assessment is conducted at the time of initial enrollment by a nurse and social worker to verify that client meets the skilled nursing level of care requirement for the program. Also at assessment, mutually agreed upon goals for a care plan are identified to address unmet needs.

Care Planning

A care plan, that includes client's choice and functional needs, is developed linking medical and social service needs, including In-Home Supportive Services, home-

delivered meals, transportation, and other appropriate services. Needed items and services not available through other programs can also be obtained through a small purchase of service budget to ensure the basic health and safety of clients (i.e. emergency response system, durable medical equipment, incontinence supplies, taxi vouchers, etc.). Purchases are completed as payer of last resort when clinically justified and approved by CDA.

Care Plan Implementation

Using an interdisciplinary model, the MSSP team meets weekly for Care Plan Conference with the IOA Psychology Department to discuss assessments and develop client-centered care plans for each enrolled or re-assessed client. The social worker and nurse act as the link between the client and needed services, helping to ensure the most appropriate, timely, and cost effective delivery of service to the client. Services coordinated include: transportation/escort, mental health services, food delivery, health care coordination, medication review and coordination, home repairs/modifications, durable medical equipment/adaptive equipment, translation, health information and education, monitoring of personal care and chore needs/back up care, and general advocacy/ navigation of social service systems.

Monitoring

All clients receive a minimum of quarterly home visits and monthly phone calls for monitoring, which entails review of each care plan problem statement and evaluation of the effectiveness of the care plan. The health, safety, and social components of clients and their living arrangements are addressed through comprehensive monitoring.

Progress Notes

Progress notes are ongoing chronology of the client's record and case management activities. Progress notes describe the provision of services, whether services continue to be necessary and appropriate, and if services are delivered as anticipated. Progress notes also indicate changes in the client's situation such as health, living situation, and functional ability.

Reassessment

All MSSP clients require an annual, comprehensive, in-home assessment conducted by the nurse and social worker.

Disenrollment

MSSP disenrolls clients for various reasons that may include moving out of the area, Medi-Cal ineligibility, long term institutionalization, voluntary disenrollment, inability to follow care plan, and other (e.g. when a client's needs are being met without MSSP services).

V. Location and Time of Services

MSSP offices are located at the Institute on Aging on 3575 Geary Boulevard, San Francisco. Services are offered during regular business hours, Monday through Friday, 9 a.m. to 5 p.m., excluding holidays.

VI. Grantee Responsibilities

- Grantee is a mandated reporter for witnessed or suspected child and elder abuse/neglect. Mandated reporter training for elder abuse is required annually for all program staff.
- Grantee will be compliant with laws related to confidentiality and privacy, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules. For specific compliance requirements, please refer to the Grant Agreement and Business Associate Agreement.
- Grantee will resolve grievances related to services at the program level and adhere to the DAAS Grievance Policy and Procedure.
- Grantee will provide training and ongoing supervision and oversight of all staff.
- Grantee is responsible for program language capacity reflective of the population served to best provide culturally appropriate services.
- Grantee will conduct an annual survey measuring program outcomes and whether clients felt services effectively made an impact.
- Grantee will communicate and collaborate regularly with DAAS to help support the program.
- Grantee will attend DAAS Commission and other meetings as needed.
- Grantee will maintain accurate, up-to-date, confidential case files on all clients, including documentation of demographic information, assessments, care plans, progress notes, and services provided.
- Grantee will submit Sexual Orientation and Gender Identity (SOGI) data annually in CARBON.
- Grantee will comply with State and Federal regulations related to the operation of the program.

VII. Service Objectives

- Grantee will provide case management services to a total of 480 unduplicated clients annually (444 clients annually + 8% turn over = 480 clients).

VIII. Outcome Objectives

- MSSP clients will avoid premature institutionalization. At least 85% of clients enrolled annually will avoid premature institutionalization.
- MSSP clients will be satisfied with the program. At least 80% of clients surveyed will rate their satisfaction with the program as good or greater.

- MSSP will help clients maintain or improve their quality of life. At least 80% of clients surveyed will report "yes" or "to some extent" when asked if the services they received helped them maintain or improve their quality of life.

IX.   Reporting Requirements

A. Grantee will provide a **monthly** report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the following monthly metrics in the CARBON database by the 15th of the following month.

- Number of unduplicated clients receiving case management services monthly.

B. Grantee will provide an **annual** report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the following annual metrics in the CARBON database by the 15th of the month following the end of the program year.

- Number and percentage of unduplicated clients that avoided premature institutionalization annually.
- Number and percentage of unduplicated clients that rate their satisfaction with the program as good or greater.
- Number and percentage of unduplicated clients that report "yes" or "to some extent" when asked if the services they received helped them maintain or improve their quality of life.

C. Grantee will provide Ad Hoc reports as required by DAAS.

D. For assistance with reporting requirements or submission of reports, contact:

David Kashani
Contract Manager, Office of Contract Management
Human Services Agency
david.kashani@sfgov.org

or

Fanny Lapitan
Program Analyst, Long Term Care Operations
Department of Aging and Adult Services
fanny.lapitan@sfgov.org

X. Monitoring Activities

A. <u>Program Monitoring</u>: Program monitoring will include review of participant eligibility, back-up documentation for reporting progress towards meeting service and outcome objectives, QA reports, satisfaction survey results, and onsite monitoring.

B. <u>Fiscal Compliance and Contract Monitoring</u>: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

Appendix A

	A	B	C
1		Appendix B, Page 1	
2		Document Date:	9/18/2018
3	**HUMAN SERVICES AGENCY GRANT BUDGET SUMMARY**		
4	**BY PROGRAM**		
5	Name		
6	**Institute on Aging**	July 1, 2018-June 30, 2019	
7	(Check One) New X Renewal ___ Modification ___		
8	If modification, Effective Date of Mod. No. of Mod.		
9	Program: **Multipurpose Senior Services Program**		
10	Budget Reference Page No.(s)		Total
11	**Program Term**	**FY 18-19**	**7/1/18-6/30/19**
12	**Expenditures**		
13	Salaries & Benefits	$1,694,944	$1,694,944
14	Operating Expense	$186,859	$186,859
15	**Subtotal**	$1,881,803	$1,881,803
16	Indirect Percentage (%)	15%	15%
17	Indirect Cost (Line 16 X Line 15)	$282,269	$282,269
18	Capital Expenditure	$0	$0
19	Total Expenditures	$2,164,072	$2,164,072
20			
21	Purchase of Services	$115,554	$115,554
22	**TOTAL EXPENDITURES**	**$2,279,626**	**$2,279,626**
23			
24	**HSA-DAAS Revenue**		
25	General Fund	**$300,000**	**$300,000**
26			
27	**Non-DAAS Revenue**		
28	DHCS Revenue	$1,911,111	$1,911,111
29	Wells Fargo	$2,500	$2,500
30	Indirect cost picked up by IOA	$28,029	$28,029
31	IOA additional contribution	$37,986	$37,986
32	**TOTAL Non-DAAS Revenue**	**$1,979,626**	**$1,979,626**
33			
34	**Total Revenues (All Sources)**	**$2,279,626**	**$2,279,626**
35	Full Time Equivalent (FTE)	18.90	18.90
37	Prepared by: Institute on Aging		9/18/2018
38	HSA-CO Review Signature:		
39	HSA #1		11/15/2007

	A	B	C	D	E	F	G	H
1								
2								9/18/2018
3								
4	Program: Multipurpose Senior Services Program							
5	(Same as Line 9 on HSA #1)							
6								
7				Salaries & Benefits Detail				
8								
9								
10								
11			Agency Totals		For HSA Program		FY 18-19	TOTAL
12	POSITION TITLE	Last Name	Annual 18-19 Full TimeSalary for FTE	Total % FTE	% FTE	Adjusted FTE	Budgeted Salary	7/1/18-6/30/19
13	*Care Management*							
14	Senior Social Work Care Manager	Smith Diaz	$83,197	100%	100%	1.00	$83,197	$83,197
15	Social Work Care Manager	Mayorga	$77,799	100%	100%	1.00	$77,799	$77,799
16	Social Work Care Manager	Wan	$69,083	100%	100%	1.00	$69,083	$69,083
17	Social Work Care Manager	Lui	$66,932	100%	100%	1.00	$66,932	$66,932
18	Social Work Care Manager	Karpovich	$66,932	100%	100%	1.00	$66,932	$66,932
19	Social Work Care Manager	Ho	$66,932	100%	100%	1.00	$66,932	$66,932
20	Social Work Care Manager	Stepanova	$64,333	100%	100%	1.00	$64,333	$64,333
21	Social Work Care Manager	Uribe	$66,401	100%	100%	1.00	$66,401	$66,401
22	Social Work Care Manager	Samayoa	$66,401	100%	100%	1.00	$66,401	$66,401
23	Social Work Care Manager	Gordon	$64,773	50%	100%	0.50	$32,386	$32,386
24	Nurse Care Manager	Schultz	$122,504	100%	100%	1.00	$122,504	$122,504
25	Nurse Care Manager	Xu	$104,556	100%	100%	1.00	$104,556	$104,556
26	**Subtotal Care Management Salaries**		**$919,841**	**1150%**	**1200%**	**11.50**	**$887,456**	**$887,456**
27								
28	**Care Management Support (CMS)**							
29	Program Director		$90,000	90%	100%	0.90	$81,000	$81,000
30	Fiscal Manager		$66,108	100%	100%	1.00	$66,108	$66,108
31	Office Manager		$75,706	100%	100%	1.00	$75,706	$75,706
32	Accounts Payable Specialist		$50,721	100%	100%	1.00	$50,721	$50,721
33	Data Support/IT		$64,486	100%	100%	1.00	$64,486	$64,486
34	Receptionist		$47,241	100%	100%	1.00	$47,241	$47,241
35	Intake Specialist		$59,987	100%	100%	1.00	$59,987	$59,987
36	Administrative Assistant		$46,499	100%	50%	0.50	$23,250	$23,250
37	IOA on-staff (temp)		$0	100%	0%	0.00	$0	$0
38	**Subtotal Care Management Support (CMS)**		**$500,750**	**890%**	**750%**	**7.40**	**$468,499**	**$468,499**
39								
40	TOTALS		$1,420,590	2040%	1950%	18.90	$1,355,955	$1,355,955
41								
42	FRINGE BENEFIT RATE		25%					
43	EMPLOYEE FRINGE BENEFITS		$355,148				$338,989	$338,989
44								
45								
46							$1,694,944	$1,694,944
47								11/15/2007

9/18/2018

Operating Expense Detail

Program: Multipurpose Senior Services Program
(Same as Line 9 on HSA #1)

	A	B	C	D	E	F
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11					TOTAL	
12	**Expenditure Category**			**FY 18-19**		**7/1/18-6/30/19**
13	Communications, Postage, Internet			$11,880		$11,880
14	Consultation, Professional Services			$8,928		$8,928
15	Equipment Cost equal to or greater than $500 per Unit			$4,000		$4,000
16	Equipment, Maintenance & Rental Costs; Office Supplies			$4,000		$4,000
17	Occupancy			$77,689		$77,689
18	Utilities			$21,462		$21,462
19	Insurance			$10,000		$10,000
20	Computer/Application Subscriptions, Membership Dues, Library Purchases			$40,000		$40,000
21	Travel			$8,900		$8,900
22						
23	**TOTAL OPERATING EXPENSE**			**$186,859**		**$186,859**
24						
25	HSA #3					11/15/2007

Program: Multipurpose Senior Services Program
(Same as Line 9 on HSA #1)

Purchase of Service Detail

Purchase of Service Category	TERM	FY 18-19	TOTAL
Global Purchase of Services		$115,554	$115,554
TOTAL PURCHASE OF SERVICE EXPENSE		$115,554	$115,554

HSA #4   **5/23/2013**