



Agency Rpt (30)

SACRAMENTO HOUSING AND REDEVELOPMENT AGENCY

September 20, 1982

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Housing Authority of the
City of Sacramento
Sacramento, CA 95814

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CITY OF SACRAMENTO

Honorable Members in Session:

SUBJECT: Program Evaluation Report
River City Information and Referral Center

SEP 28 1982

SUMMARY

The attached Program Evaluation Report is submitted for your review. The report indicates that the program is operating satisfactorily and staff recommends acceptance of the report.

BACKGROUND

The first year of operation of the River City Information Center ended June 30, 1982, with the project exceeding all objectives for the year. The Area 4 Agency on Aging conducted an evaluation of the program on July 28, 1982, and a copy of that report is attached. The report is complimentary to the program and staff, specifically citing the development of the resource files as "a major achievement". The report further cites the commitment of staff at all levels "to providing quality information and referral service . . .".

Areas mentioned for possible improvement are an increase in staff hours and additional telephone lines. The report acknowledges that these improvements would require additional funding and does not call for a response or corrective action.

9-28-82
All Districts

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RECOMMENDATION

The staff recommends acceptance of the Program Evaluation Report.

Respectfully submitted,

William H. Edgar

WILLIAM H. EDGAR
Executive Director

TRANSMITTAL TO COUNCIL:

Walter J. Slipe

WALTER J. SLIPE
City Manager

PROJECT: River City Information & Referral

DATE OF ONSITE(S): July 28, 1982

PROJECT DIRECTOR: Peggy Davis

EVALUATOR(S): Harriette Work
 Harriette Work *js*

SITE(S) VISITED: 828 I Street, Sacramento

PERSONNEL INTERVIEWED: Peggy Davis, Lois Roff,
 Mary Strohl and Jerry Martin

- 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 FY81-82		Actual 7/31/81-6/30/82	
	Annual	Quarter	12 Months	Ratio of Success
Information	10,000	2,500	15,527	155%
Referral	240	60	311	130%
Follow-up	240	60	244	102%

ONSITE DATE(s): July 28, 1982PROJECT DATA

Statistics at the end of the contract year indicate that the I&R program exceeded the planned levels of service. While information transactions remained constantly high through the year, the number of referrals and follow-ups diminished. These reductions were due primarily to the implementation in March of the Elderly Assessment Program and the April change in I&R Directors. The introduction of the Elderly Assessment Program and a direct telephone line from the I&R to the assessment program enabled staff to immediately link complicated cases with assessment staff, thereby allowing more time for I&R staff to accept incoming inquiries. Since the I&R Director had assumed this referral assessment approach prior to the establishment of the Elderly Assessment Program, with the advent of the assessment program these services were curtailed and consequently reflected in the reduced number of referrals and follow-ups.

The first year's statistics summary indicate that a monthly average of 1,294 informational transactions were made, primarily by telephone with clients. The development of informational resources: quick reference file, updated resource cards, time dated activity file, and the physical arrangement for quick retrieval of resources all contributed to the fact that staff could handle more transactions in an efficient and orderly manner. Moreover, such county-wide programs as the cheese distribution also contributed to the increase in the number of informational transactions by the program.

For this assessment, the Evaluator provided the I&R Director with an advance outline of review questions. The following summary is based on these guideline questions during the interviews.

PROGRAM MANAGEMENTResource Files/Key Word Index

A one-time-only grant from the Area Agency provided the opportunity for the I&R Program Supervisor to develop a Key Word Index and resource files that would meet the needs of the River City Program. The development would serve to increase the capability of staff to retrieve information in a timely manner, and to have updated, reliable information about resources in the community.

The Key Word Index is used to direct clients from specific problems to agencies which may help solve those problems. A computer print-out copy is available to I&R staff as well as to other staff providing information. Additionally, an agency file was developed that alphabetically lists all agencies (addresses and telephone numbers), contained in the River City Information File. A list of agencies by zip code has also been developed for a quick reference.

Finally, the new and updated resource file cards complete the information that is available for I&R staff. These tools provide staff with reliable information that assures the client that the information sought is valid. The I&R library staff Supervisor, Mary Strohl stated that the development

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of the resource file was challenging and rewarding, and that the "information is truly needed". "The fact that we are able to make this kind of information delivery is pleasing." An updated housing directory has been identified as a need, and staff will investigate the possibilities.

Client Interview Records

A review of client interview records indicates that clients are requesting information regarding a greater variety of problems than the evaluator noted in the previous quarterly review of intake records. The interview records were adequately completed by staff and sufficient summary information detailed. Interview records are filed in a notebook by date and a tally sheet provides documentation of calls. Files are kept confidential and are locked at the end of the day.

Training Activities

Staff have been afforded the opportunity to attend training provided by the Area Agency as well as in-house training. The Director states that their training needs have been adequately addressed. Future training for library staff in the use of I&R files will be planned.

Publicity

During this last quarter, the Director reports that an article on the River City Program appeared in the June-July Sacramento Insider, Sacramento City Employees' Newsletter, and the Senior Directory published by the Sacramento Bee in May gave prominent recognition to the I&R Program. I&R handouts and brochures were used by the Director during various community meetings. Future publicity plans include the possible use of the Library's book-mobile for I&R outreach.

PERSONNEL MANAGEMENT

Staff Performance

Evaluations have been completed for I&R staff by the I&R Supervisor utilizing SHRA's staff evaluation forms. Both staff and supervisors felt "good" about the evaluations. The evaluations were reviewed with the Area Agency Evaluator.

Work Assignments

Given the increasing number of telephone calls, staff have been directed by the I&R Supervisor to take the telephone number of the waiting client and return the call rather than have the client "on hold" in situations where the hold may be lengthy. This procedure has relieved the concerns that staff had regarding the availability of time with clients. Staff are provided with regular rest breaks and work schedules have been arranged to provide concentrated work periods for the part-time I&R line staff.

Work Environment

The Information and Referral desk, during the contract year, was located on the first floor of the library opposite the book check-out area. While

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visibility was achieved, some library patrons did mistake the I&R staff for library personnel and expected library assistance. Staff were able to direct library patrons to the proper departments. Since the bulk of information transactions are by telephone, staff availability to walk-in clients was not an important consideration. Plans for the 82-83 contract year will provide a change in locations within the library for the I&R desk.

Use of Volunteers

While the plans for the use of volunteers in the I&R program has not materialized as expected, volunteers have been effective in short-term projects with the program: special art projects and the development of a recreational directory for seniors. One volunteer has assumed the responsibility for daily hospital bed counts which has been of great service to hospital discharge planners as well as individuals requesting bed vacancy information.

Program's Progress/Areas for Improvement

Reviewing the year's progress, both the I&R Director and Library I&R Supervisor stated that the development of the various resource tools was a noteworthy and rewarding achievement.

Areas of improvement, if funds were available, would be the increase in I&R staff hours and additional telephone lines, with future consideration given to the development of a generic system.

The Evaluator discussed the I&R program with both on-line I&R staff. The following outline provided the discussion.

Resource Tools

Both staff found the various resource files and informational resources most helpful and adequate to meet the requests for information. The quick reference files were used most frequently and the arrangement of resources tools is helpful.

Supervision

Staff noted that as they developed on the job, less supervision was needed. The I&R Supervisor has been helpful and responsive to staff suggestions, creating a good working relationship.

Training:

Both staff have found the training workshops as well as the in-house training to be pertinent and helpful. One staff member expressed a desire to know more about the library and library references in order to expand his knowledge base.

Work Environment

During the 81-82 contract year, the I&R desk was located on the first floor of the library near the check-out area. Staff differed in their evaluation

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of the location which will be changed in the new contract period.

Program Progress/Areas for Improvement

Both staff noted that the expanded resource file and their own personal growth and knowledge about the program was an indication of progress. Both staff expressed concerns regarding their desire for full-time I&R employment and the lack of job security. As I&R staff, though on a special project, they would like to be considered for employment positions with SHRA and the library when openings become available.

SUMMARY

The River City Information and Referral Program has shown extensive growth and development during this first year of operation. The completion of the resource files and the resource tools now available to I&R staff was a major achievement. Staff have received relevant training and are knowledgeable about services for the elderly in the community. The I&R Director has met with a wide range of community agencies and professionals in the field of aging during the development of the program. Publicity has been consistent and adequate. The statistics indicate that the program has more than met the expected levels of service. The commitment of staff at all levels, to providing quality information and referral services is evident.

On-site Date: July 28, 1982

RECOMMENDATIONS: 3/25/82	to be filled in by A4AA		
	Implemented		
	Yes	No	*
1) When additional library space becomes available for the I&R service desk, consideration should be given to the development and display of pamphlets from human service organizations in the community.			In progress
2) A review of space needs for the I&R service desk should be undertaken to insure that as much privacy as possible is available to I&R staff.	X		
3) Intermittent evaluations of online I&R staff performances should be considered by the I&R Director as a tool to assist staff in assessing their effectiveness with clients.			Staff evaluations made; tool in progress for client satisfaction
4) Submit monthly reports to A4AA by fifth working day of each month.	X		

HW.1n/4.21.82