



Agency Rpt 42

SACRAMENTO HOUSING AND REDEVELOPMENT AGENCY

January 17, 1983

Housing Authority of the
City of Sacramento
Sacramento, California

CITY MANAGER'S OFFICE
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HONORABLE MEMBERS IN SESSION:

SUBJECT: Report of Periodic Assessment of the
River City Information Center

SUMMARY

The attached Periodic Report (Attachment I) is submitted for your review. Staff recommends acceptance of the report and approval of the responses to the recommendations contained therein.

BACKGROUND

Sacramento Housing and Redevelopment Agency was awarded a grant from the Area 4 Agency on Aging, effective July 1, 1981, to implement a senior information and referral program. That program, the River City Information Center, is now in its second year of operation. An assessment of the program's operation was conducted by Area 4 on November 5, 1982, and the report of the Assessment is attached.

The tone of the report is quite positive. The summary section states the program is "functioning smoothly". The report points out that the project was below target on both Information and Referral service units (91% and 89%, respectively) for the first three months of the grant year, but recognized that these percentages fluctuate throughout the year. Data through the end of November shows an improvement, with Information services at 95% of target and Referral at 110% of target.

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All Districts

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Two recommendations are included in the report, as follows, with staff responses:

1. Recommendation: In-house I&R staff training regarding new social services as well as updated resource file changes is encouraged.

Response: Beginning in January, on a twice monthly, on-going basis, representatives of various social service agencies in the community will be brought in to update I&R staff on available services. A secondary benefit will be to provide a personal contact in these agencies. There are no funds in the current budget for training outside the agency.

2. Recommendation: I&R visibility through media and through contacts with elderly clients should be continued.

Response: I&R visibility through the media and through contacts with elderly clients is an on-going component of the program. Its importance is recognized by staff at all levels and it will be continued. Planned activities include use of the Library's Bookmobile for outreach activities in the community; distribution of a new brochure during the next quarter; continued distribution of recently printed telephone stickers; and continuation of media releases and speaking engagements at community meetings.

FINANCIAL DATA

This action has no financial implications.

POLICY IMPLICATIONS

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

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RECOMMENDATION

The staff recommends receipt and filing of the Periodic Assessment Report and approval of responses to the recommendations contained therein.

Respectfully submitted,

William H. Edgar

WILLIAM H. EDGAR
Executive Director

Transmittal to Council:

Walter J. Slipe, Jr.
For: WALTER J. SLIPE
City Manager

ATTACHMENT I

AGENCY/PROJECT: Sacramento Housing & Redevelopment Agency
River City Information & Referral Program

AREA 4 AGENCY ON AGING Periodic Assessment I & R
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PROJECT DIRECTOR: Peggy Davis

SITE(S) VISITED: River City I&R

DATE OF REPORT: November 29, 1982

DATE OF ONSITE(S): November 5, 1982

PERSONNEL INTERVIEWED: Mary Strobl
Jerry Martin

FOCUS OF ASSESSMENT: Program Operations
 Fiscal
 Other

EVALUATOR(S): Harriette Work
Harriette Work

CURRENT PROJECT DATA (services for elderly):

Service:	Service Units Contracted		Contract Performance	
	Annual	Contr. Units to Date 7/1/82 - 9/30/82	# Units to Date	% of Contract to Date
I&R (1)	(2)	(3)	(4)	(5)
Information	15,000	3,750	3,431	91
Referral	260	66	59	89
Follow-up	260	66	74	112

New Seniors: 1,965

During this quarter, the monthly figures indicate that the number of informational transactions are below the estimated level. However, if the program could report those informational transactions for clients under 60 years of age (304) the program would be at 100% of the goal. Moreover, informational transactions generally should show an increase when the tax filing period begins. Referrals for this period are below the expected level, but since referrals are specific appointments for a client, the percentage does vary according to client needs and capabilities.

There were 41 referrals to the Elderly Assessment Program during this quarter. Direct linkage to this program is provided through the I&R telephone connection. Follow-up is above the expected level for this quarter. Follow-up contacts are made with agencies and clients to determine if linkage was made. Staff exhibit a responsible attitude toward follow-up and are careful to identify those cases where a follow-up is desirable. The number of incoming calls average between 60 - 80 a day, although one day during this quarter, 96 inquiries were recorded. Given the current staff positions, the volume of incoming calls is heavy and the I&R supervisor is concerned that the volume not exceed the capabilities of the staff to provide quality service.

PROJECT: SHRA/Information & Referral Program

Area 4 Agency on Aging
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ONSITE DATE(s): November 5, 1982

PROGRAM OPERATIONS

Resource Files:

Resource files are in the process of being completely updated. The computer print-out file (which gives the name, address, and telephone number of the agency) has been completely updated and the updated disk is ready to be processed by the computer. The resource cards that contain the expanded information for an agency are currently being updated. The computer print-out updates, numbering over 500, were made by RSVP volunteers who made telephone contacts with the agencies for corrections and verifications. Follow-up calls were also made by I&R staff where necessary. A computer connection has been made at the I&R desk and a terminal is anticipated. This resource should enhance the ability of the I&R staff to retrieve information.

I&R staff continue to utilize the quick reference file and the time-dated file for current information requests. Additionally, a bulletin board for posting current program notices is available at the I&R area.

Interview Records:

Interview records are adequately completed. A new space has been added to the form to record whether a caller is a "new client", a reporting requirement for the area agency. New clients during this quarter totaled approximately 57% of the informational transactions. Interview records are filed by date in a notebook kept at the I&R desk. Information requests are tallied daily and at the end of the month interview forms are compiled for classification information. Since staff follow-up on calls or complete informational requests, interview sheets also record staff actions sufficiently for continuity.

Staff:

The fact that the program has experienced no changes in staff operating the I&R desk has contributed to the stability of the program. In July, the program celebrated their first year of operation and with the exception of the I&R Director, staff have remained constant.

Since staff at the I&R desk primarily provide service to clients, and the Director, I&R supervisor and clerical assistants assume responsibility for administrative details, the well defined division of responsibilities enables the program to accomplish a lot with limited staff hours. Through a grant from the United Way, some additional personnel hours for the I&R Director and supervisor was appropriated.

Training:

The I&R Director attended the I&R Directors meeting in September. In-house training has been provided where necessary. One I&R staff person attended an area agency workshop on Effective Interviewing Skills. Staff are encouraged to attend relevant training sessions and arrangements made to accommodate staff attendance.

PROJECT: SHRA/Information & Referral Program

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ONSITE DATE(s): November 5, 1982

Client Satisfaction:

A survey of clients contacting the I&R program is currently being conducted. Clients are asked to respond to a few brief questions on a pre-stamped post card:

- 1) Was your request handled in a courteous manner?
- 2) Was the information useful? and
- 3) If you need information in the future, will you contact River City I&R?

In addition to these questions, clients have a space for additional comments. To date, approximately 75 cards have been mailed to clients using the I&R service, and returns will be tallied for a final survey report. This survey should prove useful to the program.

Publicity:

The I&R Library supervisor will make contact with the Library's bookmobile service for outreach contacts in the community. The bookmobile route includes stops at convalescent homes as well as other areas where elderly residents live. If plans are approved, I&R materials will be made available on the bookmobile for distribution. A new brochure has been developed and should be ready for distribution during the next quarter. Telephone stickers have been printed and are distributed by the Director and staff during speaking engagements and other contacts.

The I&R Open House celebration for the first year of service received television coverage from KVIE and Channel 40. Additionally, pictures of the Open House appeared in the Senior Citizens Newspaper. Capitol Health Magazine's August issue referenced the River City I&R Program as a community contact that should be noted.

The program has also received visibility through speaking engagements afforded the Director: Provider's Roundtable, a seminar sponsored by the Sacramento Observer Newspaper and Greyhound Corporation, Patient Care Coordinators meeting coordinated by Medical Personnel Pool, and KXTV Asertainment luncheon meeting. In September, letters describing the functions of the I&R program and how this service could assist city residents were mailed to Department and Division Heads in the City of Sacramento. A letter to local banks again outlining I&R services, has been drafted and will be mailed during the next quarter. Since many older residents use bank personnel for referrals, this contact should be helpful.

Advisory Committee:

The River City Advisory Committee composed of local representatives and agency representatives, met in September to review the I&R program, plans for the future, and the role of the Committee. The Committee will meet again during the next quarter.

PROJECT: SHRA/River City Information & Referral Program

Area 4 Agency on Aging
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ONSITE DATE(s): November 5, 1982

SUMMARY:

The River City I&R Program is functioning smoothly. Particularly commendable is the client satisfaction survey, outreach letters to city department directors, and the extensive update of the I&R resource files. Additionally, the fact that I&R personnel have remained relatively stable provides the program with experienced personnel.

Given the current volume of calls, the supervisor expressed concern that any extensive increase may prohibit staff from providing adequate time with a client. The quality of the program is important not only to the supervisor but I&R on-line staff.

PROJECT: SHRA/River City Information & Referral Program

ONSITE DATE: November 5, 1982

Area 4 Agency on Aging
Periodic Assessment
RECOMMENDATIONS

To be filled in by
A4AA

Implemented

Yes No *

RECOMMENDATIONS:

- 1) In-house I&R staff training regarding new social services as well as updated resource file changes is encouraged.
- 2) I&R visibility through the media and through contacts with elderly clients should be continued.

HW:ks/11.29.82