



Agency Rpt  
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**SACRAMENTO HOUSING AND REDEVELOPMENT AGENCY**  
**FILED**  
AUG 27 1985  
SACRAMENTO HOUSING AUTHORITY  
CITY OF SACRAMENTO

**SACRAMENTO HOUSING AND REDEVELOPMENT AGENCY**  
CITY MANAGER'S OFFICE  
**RECEIVED**  
AUG 21 1985

August 12, 1985

Housing Authority of the  
City of Sacramento

Honorable Members in Session:

SUBJECT: Report of Periodic Assessment of Sacramento Housing  
and Redevelopment Agency Community Information Center.

SUMMARY

The attached Periodic Assessments dated May 3 and May 12, 1985 (Exhibits A and B) for The Community Information Center and its Elderly Assessment component are submitted for review. The Staff recommends acceptance of these reports along with continued support of the Information and Referral Program.

BACKGROUND

THE COMMUNITY INFORMATION CENTER

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 throughout Sacramento County. That program, The Community Information Center, begins its fifth year of operation July 1, 1985. An assessment of the program's operation was conducted by the Area 4 Agency on Aging staff on April 22, 1985. It describes program areas as providing quality services to the senior population in compliance with the scope of services, per Area 4 Agency on Aging contract.

ELDERLY ASSESSMENT COMPONENT

The Area 4 Agency on Aging funding for the Elderly Assessment Program (EAP), a program of Sacramento County Health Department, is channeled through the Area 4 Agency on Aging contract with The Community Information Center. This funding began in January 1984 and will continue funding 1 2/3 permanent staff positions this current funding year beginning July 1, 1985.

Staff who are outstationed at the Elderly Assessment Program are trained Information/Referral Specialists who add the dimension of their knowledge of community resources and assessment skills the the EAP Program.

8-27-85  
All Districts (1)

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## FINDINGS

### THE COMMUNITY INFORMATION CENTER

1. The I&R program policies manual should be completed and be reviewed during one of the program's staff meetings.

The manual has been reviewed and discussed. New policies are being implemented and old ones were updated.

2. The evaluation form should be included in the BEE supplement, if possible.

An evaluation was made possible in the BEE supplement, which was published May 28, 1985 as SENIOR LIVING.

3. Additional sources of funding should be continued to be sought by the Program Manager.

During 1984-85 the Program Manager generated an additional \$85,000 for the program. In 1985-86 these and other sources will be sought.

### ELDERLY ASSESSMENT COMPONENT

1. During the first quarter of FY 1985-86, EAP should research county personnel requirements to determine the feasibility of a contract between A4AA and Health Department for case management assistants.

The Program Manager of EAP is looking into the personnel requirements so that a contract can be let directly between the A4AA and EAP. This will eliminate unnecessary supervision of out-stationed staff as well as reduce the overhead paid by SHRA for these positions.

2. Supervision should be strengthened for the preparation of monthly program reports to ensure timeliness of submission as well as accuracy.

Supervision at EAP has been strengthened and reports are being submitted in a timely manner.

### FINANCIAL DATA

This action has no financial implications.

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## ENVIRONMENTAL REVIEW

Environmental review is not required.

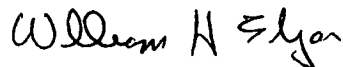
## POLICY IMPLICATIONS

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

## RECOMMENDATIONS

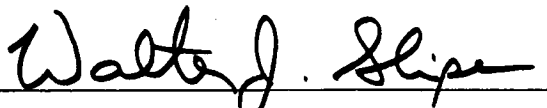
The staff recommends receipt and filing of the Periodic Assessment reports.

Respectfully submitted,



WILLIAM H. EDGAR  
Executive Director

TRANSMITTAL TO COUNCIL:



WALTER J. SLIVE  
City Manager

GS

Contact Person: Gaea Swinford

AREA 4 AGENCY ON AGING  
PROGRAM EVALUATION REPORT

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AGENCY/PROJECT: Community Information Center

PROJECT DIRECTOR: Gaea Swinford      DATE OF REPORT: May 3, 1985

SITE(S) VISITED: I&R Center      DATE(S) OF ONSITE: April 22, 1985

PERSONNEL INTERVIEWED: \_\_\_\_\_      EVALUATOR: David J. Soto  
Program Evaluator

CURRENT PROJECT DATA:

Number Unduplicated Clients: 5557      Period Covered: July 1984-March 1985

SERVICE	SERVICE UNITS CONTRACTED		CONTRACT PERFORMANCE	
	Annual	Contracted Units to Date	# Units To Date	% of Contract To Date
I&R				
1. Info Contacts	20,767	15,575	14,166	91%
2. Referrals	612	459	514	112%
3. Follow-Ups	710	533	838	157%

The program has been making progress with respect to the number of information transactions provided. The performance of the third quarter exhibited an average increase of 350 calls per month. The cumulative total, however, remains a marginally acceptable 91%. A strong showing is expected for the fourth quarter which will boost the final total closer to the yearly goal. The program has consistently done well in the areas of referral and follow-up transactions this year. Good performance in these areas are positive indices that the program is providing quality services to the senior population in Sacramento.

ONSITE DATE: April 22, 1985

PROGRAM OPERATIONS

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ADMINISTRATIONProgram and Fiscal Reporting

The program has performed in a satisfactory manner with respect to the submission of reports. Deadlines have generally been observed and they have been complete and accurate in nature.

Physical Facilities

The I&R Center is located in the main library building in downtown Sacramento. While the library provides good access for walk in traffic, the vast majority of the transactions are via telephone calls. The I&R office space consists of two office areas, one being private and the other public. The available space is probably too limited for the number of employees working there, but expansion is not possible.

Staffing

The staff consists of eight persons, some of whom have part of their salary paid for through other sources. The Program Manager supervises I&R, tenant services and Area 4's EAP service. Three persons provide most of the senior I&R services. One works 19 hours per week and another 35 strictly on senior calls. Another I&R person spends about one-half of her 37 hours per week answering senior calls. The remaining three persons at C.I.C. are paid for by County, and their duties include working on the housing referral clearinghouse, Bee supplement, and resource file updating. Finally, one I&R worker is outstationed at the Elderly Assessment Program.

Supervision

The Program Manager's desk is located in the private office area where most of the I&R work is done. Therefore, she is able to routinely observe the service provision. She also does reviews of the interview records. Staff meetings are held weekly on an informal basis at those times when the phones are not busy. The permanent staff receive standard personnel evaluations on an annual basis after they have completed their probationary period.

Personnel Policies

The program is covered by the Sacramento Housing and Redevelopment Agency's personnel policies. The I&R program policies manual is still being revised and should be completed soon.

SERVICE DELIVERYService Area

The I&R service covers all of Sacramento County. The program will begin studying client usage patterns when it is fully computerized in the future. Callers will be asked to identify their zip codes and this information will be used in determining where clients are calling from.

Procedures/Methods

The program complies with the minimum standards established for Title III funded I&R services. An answering machine provides 24 hour access. Collect calls are accepted from non-local areas. Staff are appropriately trained to provide I&R. The resource file is appropriately indexed and updated. The client files are maintained in a satisfactory manner. The program is able to use its computer in a limited capacity currently, but it is expected that it will be able to be used on an on-line basis within a few months time.

ONSITE DATE: April 22, 1985

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. Client Input

The program is currently using its follow-up calls as its means for gathering client input. The Bee supplement of senior services is being developed by CIC, and the Program Manager plans to have an evaluation form included in it so that consumers who have used the I&R services can comment on the assistance they received.

. Fund Raising

The program was instructed by A4AA to solicit additional sources of funding in FY84-85. Three additional resources were located during this period: Liberty Challenge, \$10,000; Sacramento County, \$54,000; and CDBG, \$21,000. The Liberty Challenge money has been guaranteed to be received again this year, and requests for funding will again be made to the other sources in 1985-86.

. Publicity

The program continues to operate a modest publicity campaign in order to bring additional people into the program, but not to such a degree that demand will exceed the program's capacity to respond. Media usage during the past few months include radio, Sacramento magazine and the upcoming Bee supplement. Other efforts include open houses in March and April, attending interagency meetings and distribution of brochures.

RECOMMENDATIONS

1. The I&R program policies manual should be completed and be reviewed during one of the program's staff meetings.
2. The evaluation form should be included in the Bee supplement, if possible.
3. Additional sources of funding should be continued to be sought by the Program Manager

DLS/bb  
5.3.85

AREA 4 AGENCY ON AGING  
PROGRAM EVALUATION REPORT

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AGENCY/PROJECT: SHRA Community Information Center/Elderly Assessment Program

PROJECT DIRECTOR: Gaea Swinford

DATE OF REPORT: 4/12/85

SITE(S) VISITED: EAP Office

DATE(S) OF ONSITE: 4/11/85

PERSONNEL INTERVIEWED: Gaea Swinford  
Sue Nisbet

EVALUATOR: June Arima Schumann  
June Arima Schumann

CURRENT PROJECT DATA:

Number Unduplicated Clients: 186\*\*

Period Covered: 7/1/84 - 3/31/85

SERVICE	SERVICE UNITS CONTRACTED		CONTRACT PERFORMANCE	
	Annual	Contracted Units to Date	# Units To Date	% of Contract To Date
Comprehensive Assessment	4,496 hours*	2,470	2,777	112%
Home Visits	580 visits*	431	489**	113%

\* Total hours of comprehensive assessment and home visits were increased with the additional allocation for the program.

\*\* Missing data for one month.

The program's performance through March 1985 has improved significantly since December 1984. EAP is fully staffed and is augmented by an extra worker hired with unused funds from the vacancies during the first quarter.

ADMINISTRATION

The A4AA funding for Elderly Assessment Program (EAP), a program of Sacramento County Health Department, is channeled through A4AA contract with Sacramento County Community Information Center. Because of this contractual arrangement, Gaea Swinford of the Community Information Center is responsible for administrative tasks while Sue Nisbet from EAP handles program operations.

The current arrangement involving the three agencies developed out of convenience initially at the time A4AA funds became available. However, the present arrangement creates for a more cumbersome organization. During FY85-86, A4AA should explore with EAP the feasibility of a more direct contractual relationship for EAP.

AGENCY/PROJECT: SHRA COMMUNITY INFORMATION CENTER/  
ELDERLY ASSESSMENT PROGRAM

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Program Evaluation Report  
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ONSITE DATE: 4/11/85

### PROGRAM OPERATIONS

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Program and Fiscal Reporting: Monthly reports are due on the 5th working day of each month. Program and fiscal reports are frequently late and program reports have required corrections periodically.

Physical Facilities: The EAP office is located in the County Welfare Department in order to have easy access to frequently used services under Welfare.

Staffing: Currently, A4AA funds 3 full-time case management assistants, two of whom are hired on a temporary status through May 1985. This was done to reduce personnel costs thereby maximizing service hours for the amount of funds available. The plan for FY85-86 is to budget for approximately 1-2/3 FTE positions with permanent status.

Supervision and Personnel Policies: Administrative supervision of staff is handled by the I&R manager. The EAP manager provides program direction. The case management assistants come under the personnel policies of SHRA.

### SERVICE DELIVERY

Clients Served: A sample of client records reviewed indicate that case management assistants are assigned to frail elderly who need regular contact for monitoring and assistance. EAP services are available to residents of Sacramento. Assessment and follow-up service is provided without regard to income.

Procedures: Modified client records are being tested starting in February to provide a more structured and standardized recordkeeping. The records for new clients include a new face sheet, assessment form, and care plan. The intake form and progress notes were in use previously. Records reviewed were orderly and up to date. Suggestions were made for future refinements.

Client Input: No formal system for client input is in use. However, Case Management Assistants are in frequent contact with the clients.

Client Contributions: No procedures are in place to accept client contributions. During FY85-86, ways to inform clients about voluntary donations should be considered.

Publicity: EAP prepared and distributed revised brochures. The Project Manager made numerous presentations during the year to publicize the service.

Joint Assessment With Home Health and Counseling: Under a Memorandum of Agreement between A4AA and the Health Department, EAP and HHC are testing joint client assessments for homemaker and personal care services funded by A4AA. After 3 months of experience and some refinements, the project has assessed 15 clients. Participating agency staffs meet monthly for case conferencing and to clarify procedures and decision making criteria.

### SUMMARY

EAP has made a significant increase in the service level during the third quarter. The improvements being made for the client records are also noted.



AGENCY/PROJECT: SHRA COMMUNITY INFORMATION CENTER/  
ELDERLY ASSESSMENT PROGRAM

ONSITE DATE: 4/11/85

A4AA Periodic Assessment RECOMMENDATIONS	57
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	To be filled in by A4AA		
	Implemented		
	Yes	No	*
<b>RECOMMENDATIONS: from Previous Evaluation</b>			
1. The client service hours provided by the MSW intern(s) should be added to the EAP budget as an in-kind line item with a budget revision. Service hours generated from September should be added to the monthly reports.	X		
2. The functional job description for the Case Management Assistants should be finalized and implemented as soon as possible.	X		
3. EAP should achieve at least 285 hours (90% of monthly service units) monthly for the balance of the contract year.	X		
4. During the third quarter, a standard assessment tool and a care plan form should be drafted and submitted to A4AA.	X		
<b>RECOMMENDATIONS: from this Evaluation</b>			
1. During the first quarter of FY85-86, EAP should research county personnel requirements to determine the feasibility of a contract between A4AA and Health Department for case management assistants.			
2. Supervision should be strengthened for the preparation of monthly program reports to ensure timeliness of submission as well as accuracy.			

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