

County of Santa Cruz

HUMAN RESOURCES AGENCY

Cecilia Espinola, Director
 1000 Emeline Avenue, Santa Cruz, CA 95060
 (831) 454-4130 or 454-4045 FAX: (831) 454-4642

January 10, 2006

AGENDA: January 24, 2006

BOARD OF SUPERVISORS
 701 Ocean Street
 Santa Cruz, CA 95060

AMENDMENT TO SENIOR NETWORK SERVICES PILOT PROJECT CONTRACT

Dear Members of the Board:

As you know, in April, 2005 your Board approved the In-Home Supportive Services (IHSS) Public Authority's (PA) pilot project with Senior Network Services to provide enhanced registry services for consumer access to qualified and reliable care providers. The purpose of this letter is to report back to your Board on the status of the pilot project and to request your Board's approval to amend the contract extending the registry through June 2006.

This request will amend the existing contract by \$27,500 to enhance the registry operations of Senior Network Services in areas such as staffing, outreach, recruitment, advertising and arranging and maintaining matches. The increase will also allow for reimbursement of the required Livescan fingerprint imaging system fee for care providers. Funds were appropriated in the Human Resources Agency's Fiscal Year 05-06 budget for this project, at no additional County cost.

Status of Registry Project

Since June 2005, Senior Network Services has been providing a custom one-on-one matching approach between IHSS consumers and care providers. In addition, an enhanced criminal background check using the Livescan fingerprint imaging system is required for each care provider applicant. Senior Network Services has been very effective in meeting the needs of IHSS consumers. Registry data collected by the IHSS Public Authority shows Senior Network Services is able to match an IHSS consumer with a care provider in an average of seven (7) days. Even with limited funds for advertising, Senior Network Services has recruited over 112 new providers during the start up phase. This data demonstrates that Senior Network Services has been effective in building a registry for IHSS consumers.

Based on the outcomes of the pilot project phase, it is recommended that the contract with Senior Network Services be extended to the end of the fiscal year and augmented in the amount of \$27,500 to provide for continued operations of the registry. The amended Scope of Services includes funding to increase outreach and recruitment for care providers for all

Board of Supervisors

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areas of need within the county. In addition Senior Network Services will begin addressing issues related to matching services with consumers who have multiple needs and high turnover rates.

IT IS THEREFORE RECOMMENDED that your Board approve an amendment to the Senior Network Services contract to extend registry services through June 30, 2006, for a total cost of \$27,500.

Very truly yours,



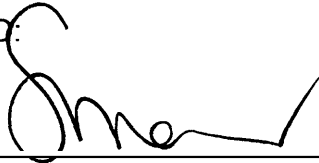
CECILIA ESPINOLA
Director

CE\spn Board Letters\FY05-06\Adult & LTC Division\IHSS Public Authority\Amendment SNS Pilot Project Contract

Attachments:

Amendment to Agreement
ADM 29

RECOMMENDED:



SUSAN A. MAURIELLO
County Administrative Officer

cc: County Administrative Officer
Auditor/Controller
IHSS Advisory Commission
SEIU
Senior Network Services

AMENDMENT #2 TO AGREEMENT #53403-01

The County of Santa Cruz, by and between the Human Resources Agency, hereinafter called COUNTY, and Senior Network Services, hereinafter called CONTRACTOR hereby amend contract number 53403-01 that provides access to in-home care registry services for potential In-Home Supportive Services (IHSS) independent providers.

The purpose of this amendment is to extend the term of the contract through June 30, 2006 and to increase compensation for FY 05/06 to provide continued registry services as listed in the amended Scope of Services as attached.

The contract is hereby amended as follows:

Section 2 (Compensation) is amended to read:

2. **COMPENSATION.** In consideration for CONTRACTOR accomplishing said result, COUNTY agrees to pay CONTRACTOR as follows:

Payment not to exceed \$43,500.
Submit invoice for payment to:
Human Resources Agency
Attn: Sara Paz-Nethercutt , Sr. Analyst LA02
P.O. Box 1320
Santa Cruz, CA 95061

Modification: This modification increases the funds by **\$27,500** to a total amount of **\$43,500.**

Section 3 (Term) is amended to read:

3. **TERM.** The term of this contract shall be September 1, 2005 through June 30, 2006.

Modification: This modification changes the term period by extending the contract period 5 months from January 31, 2006.

This Amendment includes the following attachments:

A. Amended Scope of Services

All other provisions of said Agreement shall remain the same.

COUNTY OF SANTA CRUZ

CONTRACTOR
Senior Network Services

By: _____
Printed: Cecilia Espinola, Director

By: Brenda Moss
Printed: Brenda Moss
Address: 1777-A Capitola Road
Santa Cruz, CA 95062
Telephone: (831) 462-1433

Date: 1-4-06

Date: 1-3-06

APPROVED AS TO FORM

By: Marie Costa
County Counsel

Date: 12-30-05

COUNTY OF SANTA CRUZ
REQUEST FOR APPROVAL OF AGREEMENT

TO: Board of Supervisors
County Administrative Office
Auditor Controller

FROM: HUMAN RESOURCES AGENCY

By: [Signature] (Signature) 1/4/06 (Date)
Signature certifies that appropriations/revenues are available

AGREEMENT TYPE (Check One)
[checked] Amendment
[checked] Expenditure Agreement [] Revenue Agreement

The Board of Supervisors is hereby requested to approve the attached agreement and authorize the execution of same.

1. Said Agreement is between the County of Santa Cruz Human Resources Agency
and Senior Network Services, 1777-A Capitola Rd., Santa Cruz, CA 95062 (Name/Address)

2. The agreement will provide an amendment to extend the term of the contract through June 30, 2006, amend the scope services
and increase the compensation.

3. Period of the agreement is from September 1, 2005 to June 30, 2006

4. Anticipated Cost is \$ 43,500 (increase \$ 27,500) [] Fixed [] Monthly Rate [] Annual Rate [checked] Not to Exceed

Remarks: Contact: Sara Par-Nethercutt x5402; increase contract by \$27,500 (New contract amount - \$43,500)

5. Detail: [] On Continuing Agreements List for FY Page CC- Contract No: 53403-01 OR [] 1st Time Agreement
[] Section I No Board Letter required, will be listed under item 8
[] Section III Board Letter Required
[] Section IV Revenue Agreement

6. Appropriations/Revenues are available and are budgeted in 392100 (Index) 4545 (Subject)

NOTE: IF APPROPRIATIONS ARE INSUFFICIENT, ATTACHED COMPLETED AUD-74 OR AUD-60

Appropriations are available and will be encumbered.

Contract No: 53403-01

By: [Signature] Date:

Auditor-Controller Deputy

Proposal and accounting detail reviewed and approved. It is recommended that the Board of Supervisors approve the agreement and
authorize the Human Resources Agency Director to execute on behalf of the County of Santa Cruz Human Resources Agency

Date: 1.11.06 By: [Signature]

County Administrative Office

Distribution:

Board of Supervisors - White
Auditor Controller - Canary
Auditor-Controller - Pink
Department - Gold

State of California
County of Santa Cruz

I, ex-officio Clerk of the Board of Supervisors of the County of
Santa Cruz, State of California, do hereby certify that the foregoing request for approval of
agreement was approved by said Board of Supervisors as recommended by the County
administrative Office by an order duly entered in the minutes of said Board on _____, 20____

ADM - 29 (8/01)
Title 1, Section 300 Proc Man

By: Deputy Clerk

AUDITOR-CONTROLLER USE ONLY

CO Document No. JE Amount Lines H/TL Keyed By Date

TC110 \$ /
Auditor Description Amount Index Sub-Object User Code

Attachment A: Amended Scope of Services & Expectations

The Senior Network Services will provide access to in-home care registry services for potential In-Home Supportive Services (IHSS) independent providers. This extended pilot project will be compensated at a rate not to exceed \$6,000 per month for 5 months (February through June 2006). This includes an additional \$10,294 expense to provide reimbursement to SNS for costs incurred for fingerprinting new registry providers, as well as hiring additional staff, if warranted to address the increase of referrals, as determined by the County throughout the duration of this contract.

Work Plan:

1. Conduct outreach and recruitment for persons interested in employment as IHSS independent providers. Outreach and recruitment to include, but not limited to, networking activities, developing a brochure or flyer, advertising and marketing the registry services.
2. Recruit providers for all areas of need within the county, specifically addressing the need for providers for the mountain community of Santa Cruz County and for consumers who have low authorized hours.
3. Develop a process to reimburse applicants for the cost of the Livescan fingerprint imaging. SNS to submit a monthly claim, not to exceed 20 applicants, to the County for the expense.
4. Interview and process applications for persons interested in employment as IHSS independent providers.
5. Counsel and provide information to interested applicants regarding IHSS employment opportunities that include union, wage and benefit information provided by the County.
6. Fill requests to provide qualified workers to IHSS consumers.
7. Accept requests from IHSS consumers, or their representatives, and social workers to receive referrals of independent providers.
8. Inform IHSS of confirmed consumer/provider matches.
9. Complete required reports of registry activities.
10. Assist consumer/provider in maintaining successful matches by conducting mediation between the consumer/provider through home visits when necessary and appropriate to assist in resolving the issues.
11. Assist consumer to identify and address reasons/needs that result in difficulties in provider matching or high provider turnover rate.
12. Assist provider to identify and address reasons for high turnover rate.
13. Request in writing the need for additional personnel funding to address an increase in referrals.

Expectations:

1. Will contact all current IHSS registry individuals who are interested in becoming active on the Senior Network Services registry.
2. Will conduct interviews, Livescan fingerprinting and obtain a minimum of two (2) reference checks on each applicant.
3. Will verify applicants "Right to Work", SSN and Driver's license, insurance and registration if applicant agrees to be driving a vehicle.
4. Will provide time card training.

5. Will provide a packet of information to all IHSS provider applicants including a Fact Sheet, *Provider Handbook*, information regarding mandatory reporting of elder and dependent adult abuse, etc. (developed by County).
6. Will provide union enrollment packets (provided by union) to all registry providers not already enrolled.
7. Will be available to receive requests seven (7) hours a day, Monday-Friday from IHSS consumers for in-home care in both north and south county workstations in both English and Spanish.
8. Will refer independent providers to IHSS consumers, resulting in hires from the requests received.
9. Will facilitate follow-up within two (2) working days on all referrals to confirm if a caregiver was hired.
10. Will contact, by email preferably, the IHSS social worker or designated personnel within two (2) working days when hires are made.
11. Will make a follow-up call thirty (30) days after initial hire.
12. Will preserve confidentiality of IHSS consumers.

Reporting:

1. Monthly report indicating the number of unduplicated applicants interviewed.
2. Monthly report indicating the number of unduplicated consumer requests.
3. Monthly report of names of active providers on registry.
4. Monthly report of matches made.
5. Monthly report of names of matches made, including the date of referral and the date the match was made.
6. Monthly report of non-matches made.
7. Monthly report of terminated placements within the 30-day follow-up period.
8. Monthly report including demographics of providers and consumers assisted (Age, ethnicity, primary language, and geographical region).
9. Monthly report of outreach efforts to recruit providers.
10. Report of unduplicated count of total consumers served during pilot period.
11. Report on status of 30-day follow-up for matches made and for non-matches.

Note: County will provide reporting document to Senior Network Services.