# AGENDA ITEM or FINAL CONTRACT REVIEW SUBMITTAL FORM

**AgendaTitle:**
Consent 18 - Region 10 Area Agency on Aging Funding Application; Gunnison County Senior Resources Office; Senior Resources Office Operating Costs; 7/1/15 thru 6/30/17; $55,211

**Action Requested:** County Manager Signature

**Parties to the Agreement:** Gunnison County aned Region 10 Area Agency on Aging

**Term Begins:** July 1, 2015 **Term Ends:** 6/30/2016 **Grant Contract #:**

**Summary:**
Submitting RFP for renewed/expanded funding for Sr Resources Office.

**Fiscal Impact:** $55,211

**Submitted by:** Karin Stewart **Submitter's Email Address:** kstewart@gunnisoncounty.org

**Finance Review:** (●) Required ( ) Not Required

Comments:

This is the annual grant renewal application for Region 10. The grant award request is $22,211 more than the current year to cover a proposed 0.5 FTE. County match remains the same.

Reviewed by: GUNCOUNTY1\lNienhueser Discharge Date: 3/11/2015

**County Attorney Review:** (●) Required ( ) Not Required

Comments:

Reviewed by: GUNCOUNTY1\atrezise Discharge Date: 3/11/2015 Certificate of Insurance Required

Yes ( ) No (●)

**County Manager Review:**

Comments:

Reviewed by: GUNCOUNTY1\mbirnie Discharge Date: 3/12/2015

(●) Consent Agenda ( ) Regular Agenda ( ) Worksession Time Allotted:

Agenda Date: 3/17/2015 Follow Up Agenda Date:

*Revised April 2013*

**ATTACHMENT A**

**Region 10 Area Agency on Aging Funding Application**

Title of Project: Senior Resources Office (Information and Assistance)

| Organization (name, address, phone, fax and email): | Project Director (name, address, phone, fax and email): |
|---|---|
| Gunnison County Health & Human Services<br>225 N Pine St<br>Gunnison, CO 81230<br>970-642-7300 (telephone)<br>970-641-3738 (fax) | Karin Stewart<br>225 N Pine St<br>Gunnison, CO 81230<br>970-642-7984 (telephone)<br>970-641-3738 (fax)<br>kstewart@gunnisoncounty.org |
| Employer Identification Number (EIN):<br>84-60007700 | Type of Applicant:<br>County [X]<br>Municipality [ ]<br>Private Organization [ ]<br>Non-Profit Organization [ ]<br>Other [ ] |
| Type of Application:<br>New ☐ Continuation X | Dates of Project Funding: From 7/01/15 Through 6/30/17 |
| Areas Served by Project:<br>Gunnison County | Type of Service:<br>Information and Assistance Program |

**Service Projections** / **Targeting Projections**

| Service Category | Estimated Units of Service | Estimated Clients Served | Cost Per Unit | Estimated First Time Served | Rural Clients | Minority Clients | Low Income Clients | Frail Clients |
|---|---|---|---|---|---|---|---|---|
| Info and Assistance | 6000 per yr | 6000 per yr | $23.45 | 400 | 600 | 150 | 500 | 350 |
| | | | | | | | | |
| | | | | | | | | |

Amount of Funding Requested: $55,211

Description of funding sources and amount of local cash and project income:
From other revenue streams for I & A services (contracts & grants), telephone and computer = $80,697 per year

Estimated in-kind services; amount, source and rate: $4800 annually for rent of office space

Brief description of project: The Senior Resources Office bridges services currently bring provided in our community for seniors and the families of seniors and becomes a "one stop" or single point for resource, referral, service coordination and health/safety education (Options Counseling), so that our seniors will have a comprehensive, efficient way to gain knowledge of community resources to help maintain health and independence.

To the best of my knowledge and belief all data in this application are true and correct. The document has been duly authorized by the governing body of the applicant and the applicant will comply with the attached assurances if the funding is awarded.

| Typed Name of Authorized Representative | Title | Telephone Number |
|---|---|---|
| Matthew Birnie | County Manager | 970-641-7600 |
| Signature of Authorized Representative | | Date Signed |

# ATTACHMENT B

## Region 10 Area Agency on Aging Project Budget

**Title of Project: Sr Resources Office (Information & Assistance)** **Fiscal Year:** 2015-16

| PROJECT BUDGET (Please complete the shaded boxes, the rest will calculate automatically) | |
|---|---|
| **Project Revenues** | |
| Funds Requested **Federal** ☐ State ☑ | 55,211 |
| Local Cash Match **1.** | 80,697 |
| Local In-Kind Match **2.** | 4,800 |
| Project Income **3.** | 0 |
| **Total Project Revenues** | **140,708** |

| **Project Expenses** | |
|---|---|
| Personnel | 124,078 |
| Travel | 676 |
| Supplies | 676 |
| Fuel | |
| Other Direct | 10,478 |
| Local In-Kind Match | 4,800 |
| **Total Project Expenses** | **140,708** |

**NOTE: Total Project Expenses must equal Total Project Revenues**

**NOTE**: Combined revenues from Local Cash & In-Kind Match must equal a minimum of 10% of funds requested

85,497

155%

**PLEASE COMPLETE THE FOLLOWING: (DOLLAR AMOUNTS ONLY)**

**1.** Sources of Local Cash Match

County 32862

City $

Other 47835

**Total Local Cash Match** **$80,697**

**2.** Sources of In-Kind Match

Personnel $

Rent 4800

Other $

**Total In-Kind Match** $4,800

**3.** Source of Project Income

Client Contribution $

Interest $

**Total Project Income** **$0**

Narrative Description of Proposed Project

Senior Resources Office (Information and Assistance)

SCOPE:

The Gunnison County Senior Resources Office has a mission dedicated to offering resources, referrals and service coordination to individuals of Gunnison County, age 60 and older, without regards to race, color, national origin, sex, or income. We provide seniors, and their families, a comprehensive, efficient way to gain knowledge of resources in our community to help them maintain health and independence.

The Senior Resources Office, a division of Gunnison County Health & Human Services, provides information and referral assistance to older adults, family/friends, professionals, and community members. The office also maintains current materials, available in both print and electronic versions, of services and benefits available to seniors in Gunnison County and surrounding areas, including Hinsdale County, Salida and the Western Slope.

The SRO leads coordinated collaborative efforts in the community to create new services to fill "gaps" in areas where demand is greater than the service supply, such as caregiver resources, out of town transportation, dental care and access to care for lower-income, uninsured and underinsured individuals. The SRO also helps identify overlaps or duplications in services in order to avoid resource waste and optimize consumer utilization of available services.

We are requesting additional funding this year for personnel costs to support continuing the Senior Resources Coordinator position plus adding a part time Senior Resources Specialist, whose primary responsibilities will be Option Counseling through Aging and Disability Resources for Colorado (ADRC), Medicare Counseling through the State Health Insurance Assistance Program (SHIP), outreach/information and assistance activities including on-site sessions at the Community/Senior Center and Senior Housing complex, and facilitating educational community presentations on a variety of aging and caregiving related topics.

Our goals and objectives are similar to our prior year's goals which were met with success, and are still pertinent and applicable.

Goal 1 - Expand utilization of local services in the community, including (but not limited to) Senior Transportation Services, Homemaker/Personal Care Services, Caregiver Support and Education programs, Dental Prevention Program, Legal Assistance, Housing Resources, and Medication Management.

- Objective A – Increase awareness of and expand outreach efforts and availability of direct Options Counseling and Information and Assistance service
  - *Measurement 1* – Establish a schedule to provide services on-site at local Community/Senior Center (target is one day per week minimum)
  - *Measurement 2* - Maintain monthly contact logs and ARCH data reporting forms, which denote basic demographic information of customer and information requested.

- Objective B – Increase availability of educational and consumer protection programs by facilitating presentations at various community meetings and senior group gatherings (i.e. AARP, CRSEA, Young At Heart senior lunch program, Boomers and Beyond, Mountain View Senior Apartments)
  - *Measurement* - Maintain records of presentations given to and meetings attended with various community groups

- Objective C - Ensure publicity of Information and Assistance service through local media
  - *Measurement* - Maintain records of advertising methods and meetings attended with various community groups (i.e. local newspapers (The Senior Scoop),

www.gunnisoncounty.com/seniors, Church Bulletins, community newsletters, print media boards, SRO publications)

Goal 2 - Meet funding reporting requirements

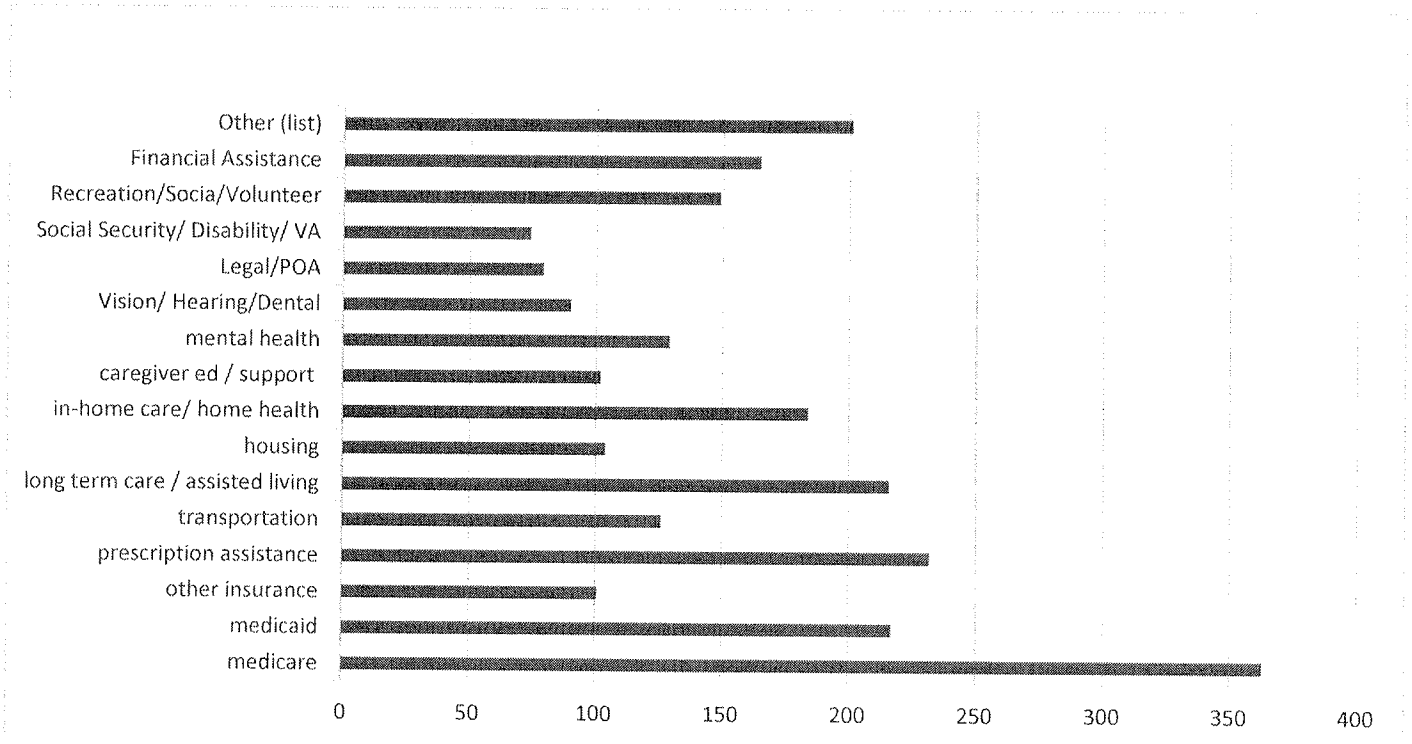
- Objective A - Collect and submit timely monthly options counseling, information and referral data and donation reports
  *Measurement* - Maintain records of monthly consumer reports to Region 10 AAA

- Objective B - Monitor budget and finance reports on a monthly basis
  *Measurement* - Maintain records of monthly reimbursement requests to Region 10 AAA

We believe that these goals continue to be realistic and expect to meet these goals and objectives fully. As the aging population continues to grow, more people request information and assistance to help navigate the complex systems of elder care and long term caregiving challenges. Our service area is primarily Gunnison County however we also serve several individuals with ties to Hinsdale County, because Gunnison is a larger community with services frequently utilized by Hinsdale County residents.

The SRO office is located within the Family Services Center, which meets ADA accessibility requirements, including a flat entry doorway with hands-free opener, accessible restrooms, and TTY capability.

The graph below demonstrates the types and volume of information and services being requested by those who contact the Senior Resources Office. This helps provide data when evaluating demand for services and helps identify needs for service enhancement or overlaps in services.




CAPACITY/CAPABILITY:

Gunnison County will continue to utilize the Senior Resources Office (SRO) to coordinate this project. The SRO has been serving the community since 2002 and is a trusted source for aging-related information, resource assistance and help in navigating the complex systems of public and private insurances and Social Security.

The SRO Coordinator and Senior Resource Specialists have experience working in the field of geriatric social work and case management for a combined 36 years.

Both the County and SRO personnel have extensive experience in working within Region 10 grant reporting guidelines, and the Senior Resources Office has a proven track record of good coordination, creation and expansion of projects for seniors in the county. We have successfully worked with Region 10 AAA to develop ADRC Options Counseling Services. Gunnison County has the necessary resources to deliver the services noted in this proposal and has the capacity to comply with all regulations and deadlines. All reporting requirements will be coordinated and submitted monthly by the project manager, according to guidelines set by Region 10 AAA.

All budgets and financial reports are maintained by Gunnison County's Finance Department personnel. Because of the size of the documents and in efforts to limit paper consumption, a full copy of Gunnison County's budget and most recent, audited financials may be viewed by visiting Gunnison County's website, http://www.gunnisoncounty.org/129/Finance-Office.

Gunnison County had no outstanding compliance issues from FY2014 Evaluation.

OUTREACH & PARTICIPANT CONTRIBUTIONS:

Outreach will continue to be directed to seniors residing in and visiting Gunnison County, and with other community agencies working with target population of seniors with social and economic need (primarily the Senior Resources Advisory Council). This will be measured monthly by numbers of contacts with these agencies, and the data collected regarding office utilization.

At least annually, awareness and accessibility of the SRO services is re-evaluated by SRO personnel and presented to the Senior Advisory Council for input on increasing visibility and outreach of the program. We will continue to utilize earned media such as Gunnison SRO's website (www.gunnisoncounty.com/seniors), through the inclusion of information in the weekly Senior Scoop in the Gunnison County Shopper publication, local access TV, local newspapers, flyers, newsletters and church bulletins. We maintain informational bulletin boards at the local senior independent living apartments and at the community center where senior programs meet. We also strive to maintain a "list-serve" for those who like to receive regular update from the Senior Resources Office via email.

The office has signage posted regarding the acceptance of donations however no client is denied service due to inability to contribute. Because of the nature of I & A service, no suggested donation amount is noted. All monies collected are reserved for the Senior Resources Office to expand services.

COST & SERVICE UNIT DELIVERABILITY:

We estimate delivering 6,000 Information & Assistance units of service over a twelve month period (July 2015-June 2016), which is an average of 500 per month. In 2014, we delivered an average of 343 units per month, so 500 estimates a modest increase in demand for services. Our cost per unit is estimated at $23.45. Our current Senior Resources specialists have shifted responsibilities within the department to other areas of support to seniors, such as Home and Community Based Services case management and Adult Protective Services case work, so we are working to identify funding to employ an additional part time position, who would be primarily responsible for Options Counseling and outreach activities. Additional the Senior Resources Office Coordinator will continue to support the specialists, and oversee all of the activities related to Senior Resources services. Because of the nature of I&A services, we currently do not have need to employ a waiting list, and we strive to respond to all inquired within one business day. If a wait list becomes necessary in the future, we will prioritize our responses to targeted populations of frail, homebound, disabled, minority and low-income individuals.

ALTERNATIVE FUNDING:

Currently, funding sources include Region 10 AAA, as well as the sub-contract through Delta County to provide Home & Community Based Services (HCBS) case management, and funding from Gunnison County Department of Health & Human Services for the provision of Adult Protective Services and supervision of benefits eligibility personnel. We are continuously exploring options for other funding to ensure consistent revenue for office operations, such as with private foundations.

COORDINATION/COLLABORATION/NETWORKING:

The Senior Resources Office is well-established in the community and has a strong reputation of accurate and efficient service. We continually strive to strengthen our network of supporters to enhance our ability to collaborate with other agencies and municipalities to broaden the scope of services, as needed.

The Senior Resources Advisory Council meets two times per year and members are involved and supportive of the SRO's mission and efforts. Our Advisory Council is made up of members from Gunnison, Lake City, Montrose and Delta to better coordinate local and regional resources. A listing of current Advisory Council members is available upon request.

SRO personnel work closely with the local healthcare community, the Board of County Commissioners, RSVP, AARP and other senior organizations such as Young at Heart and Boomers and Beyond, the City of Gunnison, the Town of Crested Butte, Gunnison County Health & Human Services Commission and Department of Health & Human Services. Because of our strong collaborative efforts, we are able to maximize use of local resources, reduce duplication of services and minimize costs of administrative overhead.

CONTINUOUS IMPROVEMENT:

Gunnison County in involved in a performance improvement initiative called "Managing for Results (MFR)." Performance measures set as part of this initiative revolve around customer satisfaction. One of the SRO result measure goals is that 90% of surveyed individuals receiving home based services reporting an improved quality of life. This is measured by polling consumers of the SRO I & A services with a written, confidential survey. We are meeting our target, with a result of 90% customer satisfaction response.

Also under MFR, the Board of County Commissioners have elevated a "senior-related" performance measure to monitor, which is that 61% of respondents to the biennial Citizen's Survey report that the services provided to seniors in Gunnison County are good or excellent. The results of the most recent 2013 survey resulted in a good or excellent response of 71%.

Gunnison County has a formal grievance procedure, which the SRO utilizes. Any grievances, complaints or concerns are brought to a staff member to resolve and that feedback is logged in order to improve our processes in the future.

VOLUNTEERISM:

The Senior Resources Office does not currently directly use volunteers for I & A service provision, but we do refer those interested in volunteering to local organizations that need and utilize volunteers.

## Region 10 AAA Assurances

Gunnison County Health & Human Services acknowledges that we have read, understand and will comply with the "Assurance of Compliance" items, as listed in Attachment E of the Request for Proposals materials.

# GUNNISON COUNTY BOARD OF COMMISSIONERS

**Paula Swenson, Commissioner Chairperson**

District 1
Took Office in 01/2005
Term Expires 01/2017

pswenson@gunnisoncounty.org
Cell: 970-209-6920

**Jonathan Houck, Commissioner**
District 2
Took Office in 01/2013
Term Expires 01/2017

jhouck@gunnisoncounty.org
Cell: 970-275-9625

**Phil Chamberland, Commissioner**
District 3
Took Office in 01/2011
Term Expires 01/2015

pchamberland@gunnisoncounty.org
Cell: 970-209-3715

## Certification Regarding Debarment

Gunnison County Health & Human Services certifies, to the best of its knowledge, that it is not presently debarred, suspended, proposed for debarment, declared in eligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.