

## Community Services Department - Social Service Contracts FY2018 Quarterly Report

Check one:

	Q1 (July-September)
	Q2 (October-December)
	Q3 (January-March)
X	Q4 (April-June)

Contractor: Los Alamos Retired and Senior Organization (LARSO)

Address: 1101 Bathtub Row, Los Alamos, NM 87544 Telephone: 662-8920
Hours of Operation: BESC 7:30 a.m. – 4:30 p.m. Monday – Friday and 10:00 a.m. – 1:00 p.m. Saturday; WRSC 8:00 a.m. – 6:00 p.m. Mon-Friday, 10:00 a.m. to 1:00 p.m. Sat; and 1:00 to 4:00p.m. Sunday;
<b>Name and Title of Person completing this report form: Linda A. Boncella, Executive Director</b>

**Contractor Services.**

Contractor will provide facilities, equipment, and qualified personnel necessary to delivering the equivalent of forty (40) hours a week of assessments, referral, and coordination of services for identified needs and ongoing case management. Contractor will conduct and coordinate home-based care services by qualified personnel to individuals aged sixty (60) or older and frail adults residing in Los Alamos, and who are without other means for receiving such care. Contractor shall:

1. Ensure home-based services are supported by clearly identified best practices and/or models that have been recommended to and approved by the County.
  
2. Coordinate efforts with other community organizations also serving the interests of older and frail adults to identify participants, evaluate care services provided, and to provide support services including, but not limited to, transportation, meals, access to social events, counseling, legal advocacy, access to medical programs, and other community services. Potential partnering agencies include but are not limited to law enforcement, Los Alamos Medical Center’s social work staff and discharge planners, physicians, home-care providers, visiting nurses, Senior Centers, code enforcement personnel, and licensed behavioral health care providers.
  
3. Provide services to those sixty years of age and older and to frail adults who meet the following eligibility criteria, as reasonably determined by Contractor as follows:
  - a. Los Alamos County resident not in a residential or nursing facility;
  - b. At least eighteen (18) years of age;
  - c. Requires supervision of daily activities, as determined by physician and family reports, Adult Protective Services, or based on home visits by qualified personnel;
  - d. Has the ability to feed and toilet himself/herself with minimal assistance;
  - e. Can participate in home-based services without exhibiting disruptive behavior, including but not limited to, restlessness, wandering, threatening, or unsafe behaviors; and
  - f. Individual is not eligible for other similar programs or services, or for programs or services for the developmentally disabled.

4. Develop a care coordination program for home-based services, including the following:
  - a. Propose and develop criteria by which older and frail adults will be screened and assessed as eligible for home-based services – as well as develop any necessary forms or documents. These forms and documents shall include, but not be limited to, a referral/intake form, assessment form, home environment review, individualized care plan document, place for progress notes and evaluation form. The developed criteria and forms shall be reviewed and approved by the County before use by the Contractor.
  - b. Review participants' health status, their functioning with activities of daily living, and their commitment to work with a care coordinator;
  - c. Identify and document participants' key needs and priorities, set goals with participants, and establish care coordination plans with participants in accordance with HIPAA guidelines;
  - d. Provide regular care coordination and follow-up, monitor, document and evaluate progress – including any changes to needs, participant responses, outcomes, and any needed interagency case management; educate and coach participants on self-management techniques, particularly with their medications; and
  - e. Perform fiscal year end analysis on participants' services, responses, outcomes, and impacts, in order to improve upon care coordination strategies, and policy and procedures development.

**Deliverables: Contractor shall provide the deliverables as follows:**

1. An annual financial review performed by an independent party with acknowledged financial experience to include, at a minimum, all financial records relating to the contract period, and furnishing County with a copy of the first such review by September 30, 2018. A copy of the Contractor's most recent financial audit performed by an accountant or accounting firm may be accepted in lieu of the financial review. This provision shall survive termination of the Agreement.
2. Written reports, on forms provided by County, covering each three (3) month period of the term of the Agreement beginning on April 1, 2014. The reports will include financial information describing Contractor's use and expenditures of County funding and, at a minimum, summary information on:
  - a. The number of programs and services plus the participation levels for those programs and services;
  - b. Evidence of efforts to develop and promote events, programs, and services;
  - c. Details on outcome-based results for the scope of work;
  - d. A narrative account of any and all services, displays, exhibits, programs or other activities conducted which relate to the requested scope of work;
  - e. A description of the collaborative efforts developed in relation to the scope of work;
  - f. Financial information regarding the use of County funding;
  - g. A description of the opportunities for participants and their relatives' feedback and input regarding programs and services, as well as how this information will be incorporated into the design and implementation of new and existing programs and services; and
  - h. A report on efforts to coordinate programs/events/activities with other local organizations; Contractor shall furnish these reports to County within thirty (30) days after the end of each reporting period.
3. Other information relating to the senior services program as may be requested in writing.

**Quarterly Report on Deliverables Above:**  
**FIRST QUARTER**

- a) **Programs & Services**
  - LARSO staff completed 269 senior nutrition/ADL assessments
  - facilitated 7 family meetings
  - made 25 home visits
  - followed up on 12 new referrals
  - served 66 seniors with Case Management services
- b) **Promotion:** Case Mgr. provided outreach at the community wide Health Fair 9/24/17
- c) **Results:**
  - 2 low income seniors are getting monthly food boxes,
  - others are now using the mobile food pantry and we are seeing improved scores on their nutrition assessments;
  - 2 referrals completed for ACT Assist;
  - helped seniors to transition from driving to using LARSO transport, signed up seniors for daily reassurance calls;
  - helped families to navigate a variety of aging issues, conflict resolution, improved communication, grief support
- d) **Narrative - none**
- e) **Collaboration:**
  - We have trained 2 more LARSO staff members to complete new assessments on seniors so that these can be completed when Home Based services staff are not on site to do this.
- f) **Financial Info:** see below
- g) **Feedback & Input:**
  - We continue to see seniors refusing services that could provide support to them;
  - we have seniors that need vision/dental insurance or access to low cost/sliding fee scale services in Los Alamos;
  - we struggle with seniors who are medically fragile and need transport to medical appts, outside of the County;
  - family members have cited long wait times, costs, or limited choice available with assisted living facility or skilled nursing facility in Los Alamos;
  - some seniors have stopped the home delivered meals because they do not like the food served
- h) **Coordination with other local organizations:** Somos Amigos, Los Alamos Housing Partnership, LAVNS, Addus Healthcare, Home Instead, LAMC

**Other Quarterly Issues (if applicable):**

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**SECOND QUARTER**

**a)Programs & Services**

- LARSO staff completed 95 senior nutrition/ADL assessments
- facilitated 5 family meetings
- made 35 home visits
- followed up on 10 new referrals
- served 52 seniors with Case Management services
- assisted 1 low income senior to get commodities food box

**b) Promotion:**

Met with staff from LAPD Victim Assistance, Self Help and County Social services to promote referrals to the Day Out program.

**Case Manager gave lunch talks at both senior centers during the holiday time to encourage kindness and our availability to meet with seniors who need some 1:1 support.**

**c) Results:**

- **Newcomers are being contacted, provided with information, assistance with registration, support either in home or at senior centers**
- **Seniors experiencing loss are getting grief support**
- **Case Manager met with multiple families to address conflict resulting in improved communication**
- **Seniors living alone are supported with telephone calls and regular home visits, thus reducing isolation**
- **On-site lunch assessments are completed at both centers daily**
- **Area Agency on Aging site visit feedback: "This is what a senior center should look like"**

**d) Narrative (none)**

**e) Collaboration:**

- **Case Managers have collaborated with Self Help, the Mobile Food Pantry, LAVNS, ACT Assist, local physician offices, County Social Services, Adult Protective Services, LAMC, Los Alamos Housing Partnership and home health agencies**

**f) Financial Information: see below**

**g) Feedback & Input:**

- **LARSO staff received the Dementia Friendly training from the Older Adult Network at their January staff training day. Staff reported that this was very helpful.**

**h)Coordination with other local organizations:**

- **In Nov. and Dec. case managers helped to identify seniors in need of holiday gifts which came to us from LANS and local residents through the Be A Santa To a Senior program run by Home Instead. The BESC hosted a holiday tree with senior gift ideas for 40 elders.**
- **All home delivered meal seniors got a package of shelf stable meal items donated by the Christian church. They also provided Smith's gift cards for us to distribute to low income seniors.**

### **THIRD QUARTER**

**a)Programs & Services**

- **LARSO staff completed 93 senior nutrition/ADL assessments**
- **facilitated 6 family meetings**
- **made 25 home visits**
- **followed up on 10 new referrals**
- **served 63 seniors with Case Management services**
- **assisted 1 low income senior to get commodities food box**

**b) Promotion:**

**c) Results:**

- **Newcomers are being contacted, provided with information, assistance with registration, support either in home or at senior centers**
- **Seniors receiving assistance in the home environment with sorting mail, bills, scheduling appointments, arranging transportation, collaboration with families on effective care planning.**
- **Assisted seniors with grief related counseling and support.**
- **Seniors living alone are supported with telephone calls and regular home visits, thus reducing isolation**
- **On-site lunch assessments are completed at both centers daily**

**d) Narrative (none)**

**e) Collaboration:**

- **Case Managers have collaborated with Self Help, the Mobile Food Pantry, LAVNS, ACT Assist, local physician offices, County Social Services, Adult Protective Services, LAMC, Los Alamos Housing Partnership and home health agencies**

**f) Financial Information: see below**

**g) Feedback & Input:**

- **We are getting requests for services from seniors who have been satisfied with support received and encouraged their friends to engage with our centers**

**h)Coordination with other local organizations:**

- **We are now hosting the Family & Friends Cancer Support Group weekly at the BESC**
- **Since losing our one and only volunteer benefits counselor, we are working with the Aging & Long Term Services Dept. to refer seniors with questions to them and to have them come to our centers 2-4 times / year, if that level of need exists.**

**Fourth Quarter**

**a)Programs & Services**

- **LARSO staff completed 169 senior nutrition/ADL assessments**
- **Facilitated 5 family meetings**
- **Made 32 home visits**
- **Followed up on 24 new referrals**
- **Served 60 seniors with Case Management services**
- **Supported and provided guidance to seniors, families, caregivers, either on a walk in basis or scheduled home visits to address social issues, provide information and facilitate family meetings.**
- **Offered grief support, encouraged utilization of services in the community, provided ongoing support to address areas of conflict, loneliness and social isolation.**
- **Acted as a mediator when seniors have communication difficulties with other seniors, families or LARSO staff.**
- **Completed assessments with seniors who benefit from case management services but also utilize transportation and meal services.**
- **Assisted seniors with completing applications for programs provided by other agencies in the County and State.**
- **Provided education and information to seniors about particular topics related to behaviors, expectations and services provided to them by LARSO.**

**b) Promotion:**

- Networking with Aspen Ridge and Sombrillo to bring seniors for socialization through the Congregate Meal Program at the Betty Ehart Senior Center.

**c) Results:**

- Provided 53 hours of assessment time with seniors, family members, caregivers.
- Provided 39 hours of meetings with seniors, family members, caregivers including long term care planning, grief support, conflict resolution.
- Assisted seniors with applications for transportation, facilitated transfer of cable equipment for a senior moving into assisted living, assisted with letter writing and communication with utility companies, insurance companies and social service agencies.
- Conflict resolution applied to an ongoing issue with a senior who was creating conflict while attending congregate meals at the senior center.
- Monitored seniors who live alone and who have demonstrated needs that are not always adequately addressed by providing home visits and supportive telephone calls.
- Facilitated numerous telephone calls to seniors, families and caregiver to address concerns, particularly with families who live out of town or out of state.
- Arranged family meetings when convenient for family who live out of town.
- Addressed safety issues with seniors including discussions about driving, ambulation, personal care and providing referrals and information for services in the community that can help.

**d) Narrative (none)**

**e) Collaboration:**

- Case Managers have collaborated with Los Alamos County Social Services, Los Alamos Visiting Nurse Service, Inc., Adult Protective Services, Los Alamos Medical Center, ACT Assist program, Self Help, Sombrillo Skilled Nursing facility, Aspen Ridge and BeeHive assisted living facility.
- Collaboration with Primary Care Physician regarding Senior's safety in the home.

**f) Financial Information:** See below

**g) Feedback & Input:**

**h) Coordination with other local organizations:**

- Mobile food pantry, LA Cares, LAVNS, LAC Utility Dept., private physician's office, ACT Assist and LAC Assisted Refuse pickup.

**FY2018 Financial Information:**

<b><u>Funding \$55,441</u></b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>
<b><u>Type of Expense</u></b>				
<b><u>Personnel</u></b>	<b><u>\$14,026.68</u></b>	<b><u>\$14,477.80</u></b>	<b><u>\$10,606.10</u></b>	<b>\$11,183.65</b>
<b><u>Reimbursable</u></b>	<b><u>\$1472.19</u></b>	<b><u>\$1,769.55</u></b>	<b><u>\$1,017.02</u></b>	<b>\$ 888.01</b>
<b><u>Total Expenses</u></b>	<b><u>\$15,498.87</u></b>	<b><u>\$16,247.35</u></b>	<b><u>\$11,623.12</u></b>	<b>\$12,071.66</b>