

Community Services Department - Social Service Contracts FY2019 Quarterly Report

Check one:

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

Contractor: Los Alamos Retired and Senior Organization (LARSO)

Senior Centers: 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;
Name and Title of Person completing this report form: Linda Boncella, Executive Director

Contractor Services: Contractor shall provide facilities, equipment and qualified personnel necessary to deliver the equivalent of forty (40) hours per week of assessment, referral and coordination of services for identified needs and ongoing case management. Contractor shall conduct and coordinate home-based care services by qualified personnel to individuals aged sixty (60) or older and frail adults who are eighteen (18) year of age or older, and residing in Los Alamos, and who are without other means for receiving such care. Contractor shall provide the services as follows:

1. Ensure home-based services are supported by clearly identified best practices and/or models for this target population that have been recommended to and approved by County.
2. Coordinate efforts with other community organizations that also serve the interests of older and frail adults to identify participants, evaluate care services provided, and 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 (60) years of age and older and to frail adults, at least eighteen (18) years of age, 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. Requires supervision of daily activities, as determined by physician and family reports, Adult Protective Services, or based on home visits by qualified personnel;
 - c. Has the ability to feed and toilet himself/herself with minimal assistance;

- d. Can participate in home-based services without exhibiting disruptive behavior, including but not limited to, restlessness, wandering, threatening, or unsafe behaviors; and
 - e. Individual is not eligible for other similar programs or services, or for programs or services for the developmentally disabled.
4. Develop and deliver a care coordination program for home-based services, including the following:
- a. Propose criteria by which older and frail adults shall 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 County before use by 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 Health Insurance Portability and Accountability Act of 1996 (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;
 - e. Educate and coach participants on self-management techniques, particularly with their medications; and
 - f. 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 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 this Agreement.
2. Quarterly progress reports covering services provided to County shall be submitted to the Community Services Department within thirty (30) days from the end of each quarter beginning July 1, 2018. The reports shall include, but not be limited to:
 - 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 services;
 - 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. Financial information regarding the use of County funding;

- f. 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 services; and
 - g. A report on efforts to coordinate programs/events/activities with other local organizations.
3. Other Information related to the home base services as may be requested in writing.

Quarterly Report on Deliverables Above:

Assessments (Congregate and Home Delivered Meals): 142 (Assessor was out sick for two weeks in January).

Collaboration (Case Manager and Assessor):

- Attendance at weekly staff meetings to collaborate with LARSO staff and Executive Director. Topics discussed included specific interactions with Seniors who have presented with problems, challenges, issues, changes.
- Collaboration with agencies who serve Seniors in the community including Los Alamos County Social Services, Los Alamos Visiting Nurse Service, Adult Protective Services, Los Alamos Medical Center, ACT Assist program, Mobile Food Pantry, Self Help, Sombrillo Skilled Nursing Facility, Aspen Ridge and BeeHive Assisted Living Facilities

Support and Guidance (Case Manager)

- Support and 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.
- Offer grief support, encourage utilization of services in the community, provide ongoing support to address areas of conflict, loneliness and social isolation.
- Act as a mediator when Seniors have communication difficulties with other Seniors, families or LARSO staff.
- Complete assessments with Seniors who benefit from case management services but also utilize transportation and meal services.
- Assist Seniors to complete applications for programs provided by other agencies in the County and State
- Assist with meal assessments at White Rock Senior Center approximately 6 to 8 hours per month.
- Provide education and information to seniors about particular topics related to behaviors, expectations and services provided to them by LARSO.

Outcomes

Case Manager

- Provided 44 hours of assessment time with Seniors, family members, caregivers
- Provided 36 hours of meetings with Seniors, family members, caregivers including long term care planning, grief support, conflict resolution
- Assisted Seniors with applications for services from other agencies including the New Mexico Medicaid program, ACT Assist program and Rx assistance programs, dental assistance programs.

- 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 caregivers to address concerns, particularly with families who live out of town or out of state.
- Arranged family meetings when convenient for families who live out of town.
- Address safety issues with Seniors including discussions about driving, ambulation, personal care and providing referrals and information for services in the community that can help.

Assessor:

- New senior registration, assessments, reassessments, information resources, follow-up to check in on needs.

Other Quarterly Issues (if applicable):

- Our Case Manager continues to fill the gap to provide support and information to seniors who are resistant to intervention by other agencies.

FY2019 Financial Information:

<u>Funding \$55,441</u>	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
<u>Type of Expense</u>				
<u>Personnel</u>	<u>\$11,440.97</u>	<u>\$12,212.62</u>	<u>\$10,803.24</u>	
<u>Reimbursable</u>	<u>1,305.34</u>	<u>623.29</u>	<u>640.46</u>	
<u>Total Expenses</u>	<u>\$12,746.31</u>	<u>\$12,835.91</u>	<u>\$11,443.70</u>	