



BOARD OF SUPERVISORS  
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

Department Name: Social Services  
Department No.: 044  
For Agenda Of: June 16, 2009  
Placement: Administrative  
Estimated Tme:  
Continued Item: No  
If Yes, date from:  
Vote Required: Majority

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**TO:** Board of Supervisors

**FROM:** Department Kathy M. Gallagher, 346-7101  
Director(s)  
Contact Info: Brad Parks, 681-4490

**SUBJECT:** **Contract with Addus HealthCare Inc. for the Provision of In Home Supportive Services**

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**County Counsel Concurrence**

As to form: Yes

**Auditor-Controller Concurrence**

As to form: Yes

**Other Concurrence:** Risk Management

As to form: Yes

**Recommended Actions:** That the Board of Supervisors

1. Approve and authorize the Chair to execute a contract with Addus HealthCare, Inc. for the provision of In Home Supportive Services, in the amount of \$1,899,989, for the period of 7/1/09-6/30/10.
2. Authorize the Director of the Department of Social Services to approve amendments to the proposed contract provided that any such amendments do not exceed 10% of the contract's dollar amount.
3. Authorize the Director of the Department of Social Services, at her discretion, to negotiate a renewal for up to one (1) additional year of service beyond the initial term to the aforementioned contract. The terms of the renewal will be subject to renegotiation, based on performance measures and satisfaction with services provided.

**Summary Text:**

The In-Home Supportive Services (IHSS) Program is a State-mandated program which provides assistance to those eligible aged, blind and disabled individuals who are unable to remain safely in their own homes without this assistance. Such services may include, but may not be limited to, housekeeping, meal preparation, hygiene, and dressing activities. State regulations permit contracting with an agency to provide IHSS through a competitive bid process. IHSS regulations state the county shall arrange for the provision of IHSS by choosing one or more modes of service delivery, including the Contract Mode and Independent Provider Mode. These regulations also state counties may choose

modes of delivery that best meet the needs of their recipient population in their county demographic situation. The vast majority (94%) of current Santa Barbara County IHSS recipients are served in the Independent Provider Mode. 6% are currently served in the Contract Mode.

On 3/9/09 the Department of Social Services released a Request for Proposals (RFP) for a contract to provide IHSS services. On 4/20/09 the Department of Social Services received one proposal in response to the RFP. After careful consideration, the Bid Evaluation Committee determined that Addus HealthCare, Inc. was a responsive and responsible bidder. There is not a guarantee of the number of hours authorized by the County for these services, however, the amount of the contract, \$1,899,989 funds 99,268 hours of service at \$19.14 per hour. The contract and all exhibits are attached for the Board’s review. This contract contains a clause that allows for termination by the department with 30 days notice in the event funding from any source is diminished or becomes unavailable.

**Background:**

IHSS is mandated by CDSS MPP Sections 23-614 and 23-615; Federal Social Security Act, Title XIX and Title XX; California State Welfare and Institutions Code Sections 10553, 10554, 12300 et seq., and 14132 et seq.; CDSS MPP Division 10,19,21,22,23,30 and 46 et seq.; California Department of Health Regulations Sections 50000 et seq.; and OMB Circulars A-87 et seq., A-110 et seq., A-128 Public Law 98-502, and A-133 as applicable. The enactment of this contract will not have any impact on the level of services received by the current ‘Contract Mode’ IHSS Recipients.

**Performance Measure:**

#	Outcome/ Indicator	Plan	Contractor Reporting Requirement
1	<b>After Business Hours and Emergencies</b>	100% of IHSS Recipients having services provided through Addus Health Care Inc. will have access to on-call staff availability in the evenings and weekends. Offices will be open and staffed every business day. In addition, there will always be an on-call supervisor who will respond to consumer and Home Care Aide contacts. Emergencies are immediately referred to the On-Call Supervisor, 24 hours per day, and 7 days per week.	100% of consumers necessitating emergency response requiring after hour services and / or emergencies shall have their names, dates, times, and services reported to the Department of Social Services (DSS) Designated Representative on a monthly basis. The report is due by the 10 <sup>th</sup> of the following month.
2	<b>Emergency Referrals</b>	100% of emergency referrals shall be forwarded to the Contractor’s Branch Manager who will immediately contact the consumer to arrange a time, within 24 hours that a Home Care Aide can be sent to the consumer’s home to provide services.	100% of consumers served as a result of emergency referrals shall be reported to the DSS Designated Representative on a monthly basis. The report is due by the 10 <sup>th</sup> of the following month.
3	<b>Initial/Quarterly Visits</b>	100% of initial visits with consumers shall be conducted in the form of a face-to-face visit within five days of referral; subsequent face-to-face visits shall be made quarterly.	100% of initial visits conducted with IHSS consumers, and subsequent quarterly visits shall be reported to the DSS Designated Representative on a monthly basis.

			The report is due the 10 <sup>th</sup> of the following month.
4	<b>Home Care Aide Performance/ Customer Satisfaction</b>	Subsequent to the initial period of assignment, the Service Coordinator/ Supervisor will evaluate the Home Care Aide's performance, and consumer satisfaction through quarterly in-home visits and frequent telephone discussions with the consumer.	100% of Quarterly Reports shall be given to the Designated Representative on a monthly basis. The report is due by the 10 <sup>th</sup> of the following month.
5	<b>Random/ Annual QA Surveys</b>	100% of consumers will be eligible to receive QA Surveys; either the Annual Confidential Quality Assurance surveys mailed to randomly selected consumers by the Support Center in Palantine, or the Annual Quality Assurance survey conducted on all consumers by the local branch.	100% of consumers who have either a random quality assurance survey or an annual survey shall have a copy of their survey sent to the DSS Designated Representative on a monthly basis. The report is due by the 10 <sup>th</sup> of the following month.
6	<b>Monthly Project Activity Reports</b>	A Monthly Project Activity report shall be produced that details statistics including but not limited to: the number of consumers served and the total service hours billed.	100% of Monthly Project Activity Reports shall be sent to the DSS Designated Representative on a monthly basis. The report is due by the 10 <sup>th</sup> of the following month.
7	<b>Provider Orientation/ Skill Development Training</b>	100% of Newly Hired Home Care Aides will have at least a two-hour Orientation Training. Additionally, all Home Care Aides are required to attend four hours of training annually. The branch will provide no less than one two-hour training module every six months.	100% of Home Care Aides that have gone to either Orientation and/ or Skill Development Training shall have their names, and length of training sent to the DSS Designated Representative on a monthly basis. The report is due by the 10 <sup>th</sup> of the following month.

**Fiscal and Facilities Impacts:**

Budgeted: Yes

**Fiscal Analysis:**

<b><u>Funding Sources</u></b>	<b><u>Current FY Cost:</u></b>	<b><u>Annualized On-going Cost:</u></b>	<b><u>Total One-Time Project Cost</u></b>
General Fund		\$ 227,999	
State		\$ 617,496	
Federal		\$ 949,995	
Fees			
Other:		\$ 104,499	
<b>Total</b>	<b>\$ -</b>	<b>\$ 1,899,989</b>	<b>\$ -</b>

**Narrative:**

The Department has included \$1,899,989 in appropriations in the FY 2009-10 recommended budget for this contract. This contract is funded 50% (\$949,995) by the Federal government, 32.5% (\$617,496) by the State and 17.5% (\$332,498) from County and Realignment revenue. Both appropriations and the associated funding were included in the In Home Supportive Services cost center of the Social Programs Division.

**Staffing Impacts:**

**Legal Positions:**  
0

**FTEs:**  
0

**Special Instructions:**

After execution by the Chair, please return, along with (1) copy of the minute order to:

Judy Doughty-Contracts Coordinator  
2125 S Centerpointe Parkway, 3<sup>rd</sup> floor  
Santa Maria, CA 93455

**Attachments:**

Agreement for Independent Contractor

**Authored by:**

Brad Parks