

**Department:** County Human Services

**Program Contact:** Erin Grahek

**Program Offer Type:** Existing Operating Program

**Program Offer Stage:** As Adopted

**Related Programs:**
**Program Characteristics:** One-Time-Only Request

### Executive Summary

Aging, Disability & Veterans Services Division (ADVSD) supports older adults, people with disabilities, and Veterans to have equitable and efficient access to quality services and programs provided by community organizations that can meet their diverse needs and expectations. In FY18, ADVSD will be conducting a competitive solicitation for contractors providing case management and nutrition services. Because of the risk in disrupting services to vulnerable individuals, ADVSD is proposing to use one-time-only funds to provide an overlap in services if there is a change in contracted providers.

### Program Summary

**ISSUE:** In FY18, ADVSD will conduct a competitive solicitation for case management and nutrition services. There will likely be changes in provider organizations based on a decision to focus on culturally-specific services, which could lead to disruption in services for participants unless there is adequate transition planning and resources.

**PROGRAM GOAL:** The goal is to ensure that participants affected by a change in provider will be transitioned to a new provider without disruption in services. Case management and nutrition services contribute to DCHS goals of maintaining or increasing independence.

**PROGRAM ACTIVITY:** ADVSD case management and nutrition services are provided through partnerships with culturally-responsive and culturally-specific community organizations. During a competitive solicitation for community providers, it is likely that there may be a change in organizations providing these services to older adults, people with disabilities, and Veterans who are living in the community based on a change in the way services are being procured to align with changing demographics. The County believes in the role of culturally specific services to build a sense of belonging and identity while providing vital services. This Transition Support Program Offer will enable ADVSD to mitigate disruption of services for program participants and support affected provider agency staff. Case managers assess the need for services with the program participants, determine eligibility, authorize and coordinate services, and develop, implement, monitor, and evaluate the care plan. Nutrition services provide healthy meals in congregate and in-home settings, targeting individuals who are isolated at home or at high nutritional risk.

This one-time-only funding will ensure careful coordination of the transition of participant services from one vendor to another. Funding will allow time for provider overlap to ensure clear and consistent communication and coordination of shared participant and service information. This out-of-target program offer will minimize disruption and negative impact to participants.

### Performance Measures

Measure Type	Primary Measure	FY16 Actual	FY17 Purchased	FY17 Estimate	FY18 Offer
Output	# of participants affected by agency change who were successfully transitioned to a new provider <sup>1</sup>	N/A	N/A	N/A	650
Outcome	% of participants affected by agency change indicate they know their new case manager or coordinator	N/A	N/A	N/A	100%

### Performance Measures Descriptions

<sup>1</sup>Potential affected participants is unknown and number is based on total number of case managed and in-home service participants divided by the five existing District Senior Centers.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2017	2017	2018	2018
Contractual Services	\$0	\$0	\$114,000	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$114,000</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$114,000</b>	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

Explanation of Revenues

Significant Program Changes

Last Year this program was: