Item 16

Travis County Commissioners Court Agenda Request

Meeting Date: July 31, 2012
Prepared By/Phone Number: Shannon Pleasant, CTPM 854-1181 / Marvin Brice, CPPB 854-9765
Elected/Appointed Official/Dept. Head: Cyd Grimes, C.P.M., CPPO
Commissioners Court Sponsor: Judge Biscoe

Agenda Language: Approve Modification No. 5 to Contract No. 4400000740 (HTE Contract No. PS090115RE), Family Eldercare, Inc. for Support Services.

- **Purchasing Recommendation and Comments:** Purchasing concurs with department and recommends approval of requested action. This procurement action meets the compliance requirements as outlined by the statutes.

  Family Eldercare, Inc. provides financial stability services to low income, Travis County elderly adults and disabled individuals through the Representative Payee Program. The program assists with managing day-to-day bills and provides a case manager to assist with access to benefits in which the elderly and disabled may be entitled.

  Family Eldercare has submitted a budget request in accordance with Travis County's Budget Rules for an increase in the amount of funding to support its program.

  Modification No. 5 will add an additional $22,295 to the current not to exceed amount of $32,415. The total contract amount will be $54,710. This additional funding will provide an early start for the proposed increased staffing for the program during the remaining budget year. It will assist in helping their clients improve their financial stability, provide assistance with medical care, basic needs, in addition to protection from financial abuse and exploitation.

  Modification No. 4 renewed the contact for an additional one year period from January 1, 2012 through December 31, 2012. Contact funds for this renewal period are not to exceed $32,415.

ID# 6757

Modification No. 3 renewed the contact for an additional one year period from January 1, 2011 through December 31, 2011. Contact funds for this renewal period are not to exceed $32,415.

Modification No. 2 renewed the contact for an additional one year period from January 1, 2010 through December 31, 2010. Contact funds for this renewal period are not to exceed $32,415.

Modification No. 1 amended the "Exhibit 1 – Work Statement".

- **Contract Expenditures:** Within the last 12 months $ 40,044 has been spent against this contract/requirement.
- **Contract-Related Information:**
  Award Amount: $32,415
  Contract Type: Professional Services
  Contract Period: January 1, 2009 - December 31, 2009
- **Contract Modification Information:**
  Modification Amount: $22,295
  Modification Type: Bilateral
  Modification Period: July 1, 2012 through December 31, 2012
- **Solicitation-Related Information:** N/A

Solicitations Sent:	Responses Received:
HUB Information:	% HUB Subcontractor:

- **Special Contract Considerations:** N/A

☐ Award has been protested; interested parties have been notified.

☐ Award is not to the lowest bidder; interested parties have been notified.

☐ Comments:

- **Funding Information:**

☒ Shopping Cart/Funds Reservation in SAP: 1000000957

☒ Funding Account(s): 1580540001

☐ Comments:

ID# 6757

MODIFICATION OF CONTRACT NUMBER: 4400000740 (PS090115RE) Supportive Services		**Page 1 of 16**
ISSUED BY: PURCHASING OFFICE 700 Lavaca # 800 Austin, Texas 78701	PURCHASING AGENT ASST: **Shannon Pleasant** TEL. NO: (512) 854.1181 FAX NO: (512) 854.9185	DATE PREPARED: **July 5, 2012**
ISSUED TO: Family Eldercare, Inc. 1700 Rutherford Lane Austin, TX 78754	MODIFICATION NO.: **5**	EXECUTED DATE OF ORIGINAL CONTRACT: **January 1, 2009**

ORIGINAL CONTRACT TERM DATES: **January 1, 2009-December 31, 2009** CURRENT CONTRACT TERM DATES: **January 1, 2012-December 31, 2012**

FOR TRAVIS COUNTY INTERNAL USE ONLY:
Original Contract Amount: $32,415 Current Modified Amount $54,710

DESCRIPTION OF CHANGES: Except as provided herein, all terms, conditions, and provisions of the document referenced above as heretofore modified, remain unchanged and in full force and effect.

The above referenced contract is hereby modified to reflect the following changes, as well as those more completely set forth in the attachment:

1) The not to exceed contract amount will be $54,710. An increase of $ 22,295 from the original contract amount of $32,415.00.

The Contract is amended according to the terms of the attachment to this Modification, all of which is hereby made a part of the Contract and constitutes promised performances by the Contractor in accordance with all terms of the Contract, as amended.

Note to Vendor/City:
[X] Complete and execute (sign) your portion of the signature block section below for all copies and return all signed copies to Travis County.
[ ] DO NOT execute and return to Travis County. Retain for your records.

LEGAL BUSINESS NAME: Family Eldercare, Inc.

BY: ____________________
SIGNATURE

BY: Angela Atwood
PRINT NAME

TITLE: CEO
ITS DULY AUTHORIZED AGENT

☐ DBA
☑ CORPORATION
☐ OTHER

DATE: 7-16-2012

TRAVIS COUNTY, TEXAS

BY: ____________________
CYD V. GRIMES, C.P.M., CPPO, TRAVIS COUNTY PURCHASING AGENT

DATE:

TRAVIS COUNTY, TEXAS

BY: ____________________
SAMUEL T. BISCOE, TRAVIS COUNTY JUDGE

DATE:

AMENDMENT OF CONTRACT BETWEEN
TRAVIS COUNTY AND
FAMILY ELDERCARE, INC.

PARTIES

This Amendment ("Amendment") of Contract is entered into by the following Parties: Travis County, a political subdivision of the State of Texas ("County"), and Family Eldercare, Inc., a nonprofit agency ("Contractor").

RECITALS

County and Contractor entered into an agreement to provide services for the care of indigents, for public health education and information and/or for other authorized services ("Contract") the Initial Term of which began January 1, 2009, and terminated December 31, 2009 ("Initial Contract Term").

Under the Contract, Contractor agreed to provide personal and professional services for the care of indigents and other qualified recipients and for public health education and information, in accordance with the terms of the Contract, thus providing services which further a public purpose.

Pursuant to the terms of the Contract, the Parties have renewed the Contract for an additional term beginning January 1, 2012, and continuing through December 31, 2012 ("2012 Renewal Term").

The Contract provides for changes to the agreement by written agreement signed by both Parties, and the Parties desire to amend the Contract as to the 2012 Renewal Term.

NOW, THEREFORE, in consideration of the mutual benefits received by these changes, and other good and adequate consideration as specified herein, the Parties agree to amend the Contract as follows:

1.0 GENERAL TERMS.

1.1 **2012 Renewal Term**. The Parties acknowledge the renewal of the Contract for an additional one-year term beginning January 1, 2012, and terminating December 31, 2012 ("2012 Renewal Term").

2.0 ENTIRE AGREEMENT

2.1 **Attachments**. The Parties agree to amend Section 5.2 of the Contract ("Attachments"), as to the 2012 Renewal Term, by adding the following:

2.2.1	Attachment A	Amendment Program Cover Page, Form # 2
2.2.2	Attachment B	Amendment Program Work Statement, Form # 3
2.2.3	Attachment D	Amendment Program Budget, Form # 4
2.2.4	Attachment E	Amendment Program Budget Narrative, Form # 5
2.2.5	Attachment F	Amendment Total Program Staff Positions and Time, Form #6
2.2.6	Attachment G	Amendment Total Program Funding Summary, Form # 7
2.2.7	Attachment I	Amendment Performance Report Definition Tool, Form #9

All attachments included in the 2012 Renewal remain in full force and effect; the attachments listed in this Section 2.1 are services to be provided pursuant to this Amendment which are in addition to those services already required under the 2012 Renewal.

3.0 FINANCIAL PROVISIONS

3.1 **2012 Amended Contract Funds.** Contract Funds Amount. The Parties agree to amend Section 3.1, "Contract Funds Amount," by adding the following:

3.1-2012 – Amendment. Subject to the requirements of the Contract, as amended, in consideration of the full and satisfactory performance of the services and activities provided by Contractor under the terms of the Contract, as determined by County, County shall provide an additional amount ("Amendment Amount") not to exceed Twenty-Two Thousand, Two Hundred Ninety-Five Dollars ($22,295.00) for a total amount of Contract Funds not to exceed the following amount during the 2012 Renewal Term as amended herein:

$ 54,719.00

2.2 **2012 Amended Maximum Funds**. The Parties agree to amend Section 6.1, "Maximum Funds," by adding the following:

6.1-2012 - Amendment. Subject to the requirements of this Contract, as amended, County shall provide Contract Funds not to exceed the following amount during the 2012 Renewal Term:

Original 2012 Renewal Term Amount:	$ 32,415.00
Amendment Amount	$ 22,295.00
Total 2012 Renewal Term Amount	$ 54,710.00

2.3 **2012 Amended Fiscal Year Limitations on Funding.** The Parties agree to amend Section 6.2.2, "Fiscal Year Division," by deleting the original language and substituting the following:

6.2.2(a) and (b) -2012 During the 2012 Renewal Term, the fiscal year limitations under 6.2.2(a) shall be:

(a)-2012 January 1, 2012 - September 30, 2012

$ 24,311.00 (75% of Original Total of $ 32,415.00)

(b)-2012 October 1, 2012 - December 31, 2012

$ 8,104.00 (25% of Original Total of $ 32,415.00)

(c)-2012 Amendment – July 1, 2012 – September 30, 2012

$ 22,295.00 (100% of Amendment Amount)

All other provisions of Section 6.2.2 not specifically changed herein shall remain in full force and effect.

3.0 INCORPORATION

3.1 County and Contractor hereby incorporate the Contract into this Amendment. Except for the changes made in this Amendment, County and Contractor hereby ratify all the terms and conditions of the Contract as amended. The Contract with the changes made in this Amendment constitutes the entire agreement between the Parties and supersedes any prior undertaking or written or oral agreements or representations between the Parties. All provisions in the Contract not specifically amended herein remain the same and in full force and effect.

4.0 EFFECTIVE DATE

4.1 This Amendment is effective July 1, 2012, when it is signed by the last Party. This Contract, as amended, shall remain in effect until further modified or terminated in writing by the Parties, or until the termination date.

Form # 2: **PROGRAM COVER PAGE** Date prepared: 06/6/2012

for 2012 Social Service Contracts funded by Travis County

1. Agency Name as provided in Articles of Incorporation: **Family Eldercare, Inc.**	**2. Tax ID Number: 74-2286387**
3. Program Name: Money Management	
4. a) Physical Street Address (Street, City, State, Zip): 1700 Rutherford Lane Austin, TX 78754 **4. b) Mailing Address** (if different from above): Same as above **4. c) Payee Address** (if different from above): Same as above	**5. Board President/Chair:** **Name: Rudy Belton, President** **Address:** 112 Birnam Wood Court Austin, TX 78746 **Email:** rdb@belcoequities.com **Phone:** (512) 454-6200
6. Agency Executive Director (name): Angela Atwood Phone: (512) 483-3589 Fax: (512) 459-6436 Email: aatwood@familyeldercare.org	**7.** Name of person authorized to sign contracts for Agency: Angela Atwood Phone: (512) 483-3589 Fax: (512) 459-6436 Email: aatwood@familyeldercare.org
8. Program Director (name): Joyce Hefner Phone: (512) 483-3553 Fax: (512) 459-6436 Email: jhefner@familyeldercare.org	**9. Agency Financial Officer** (name): Paula Ortiz Harmon Phone: (512) 483-3552 Fax: (512) 459-6436 Email: pharmon@familyeldercare.org
10. Contact person for PROGRAM issues (name): Shontell Gauthier Phone: (512) 483-3563 Fax: (512) 459-6436 Email: sgauthier@familyeldercare.org	**11. Contact person for FINANCIAL issues** (name): **Paula Ortiz Harmon** Phone: (512) 483-3552 Fax: (512) 459-6436 Email: pharmon@familyeldercare.org
12. Primary contact for Quarterly Program Performance Report issues (name): Kathleen Coggin Phone: (512) 483-3554 Email: kcoggin@familyeldercare.org	**13. Person responsible for submitting Quarterly Program Performance Reports** (name): Kathleen Coggin Phone: (512) 483-3554 Email: kcoggin@familyeldercare.org
14. Program funding amounts by source: **Travis County** Social Service Contract $ 22,295 **All OTHER** Sources + $90,439 TOTAL Program Funding = $112,734	**15. Primary contact person for this contract packet** (name): Position Title: Angela Atwood Phone: (512) 483-3589 Fax: (512) 459-6436 Email: aatwood@familyeldercare.org

Form #3: PROGRAM WORK STATEMENT
for 2012 Social Service Contracts funded by Travis County

Date prepared: <u>6/5/2012</u>

Agency: Please answer the following questions as they pertain to only those programs and services in which Travis County invests. Note: the information contained in this document will be used in reports to the Travis County Commissioners Court and the community.

Agency: Family Eldercare Program: Money Management

1. Program goals and objectives:
   Briefly describe the goals and objectives of the services purchased by Travis County in this contract.

Family Eldercare's vision is that older adults and adults with disabilities live in a supportive environment with dignity and as much independence as possible. Family Eldercare operates the primary bill payer service for low-income elders and adults with disabilities in Travis County. The Money Management Program provides case management, bill payer and representative payee services to adults who are unable to manage their own finances. Services provide a final safety net to those most at risk for premature institutionalization. This least restrictive form of assistance prolongs independent living by ensuring basic needs are met and prevents financial exploitation among frail and disabled adults. Money Management services also act as an alternative to more restrictive and costly guardianship services.

2. Program clients served:
   Describe the eligibility requirements to participate in the program or in each component of the program (for example: Travis County residency, income level, age).

The Money Management Program targets adults (age 18+) in Travis County who are unable to manage their own finances and are at risk for financial exploitation, self-neglect, homelessness, and premature institutionalization. All clients are low-income (at or below 200% of the Federal Poverty Guidelines) and have no available or appropriate family or friends to assist in meeting this need.

3. Program services and delivery:
   Describe the Travis County funded services and how they are provided by the agency. Provide enough detail so that the contract reviewer is able to have a comprehensive understanding of your services and how they are delivered to clients.

The Money Management Program uses case managers and volunteers to assist clients who need help managing their finances. Bill payers help with budgeting, calling service providers or creditors, balancing checkbooks and/or writing checks. Representative payees are designated via Family Eldercare to receive and manage certain types of benefits (Social Security, Veteran's Affairs, Office of Personnel Management, Railroad Retirement) on behalf of their client. Trained volunteers assist by serving as a bill payer or representative payee for clients, under the supervision of case managers. Case managers help clients overcome problems that limit their ability to live independently, i.e. lack of affordable housing, need for medical or mental health care, etc. Referral sources are not restricted but referrals from contract entities are given priority to comply with contractural obligations. Completed referrals for representative payee services must have a physician's certification stating the nature and extent of the client's incapacity or inability to manage funds. Cases where there is imminent danger to a client referral's person or property receive top priority. Program Activities are: 1. Screen clients for eligibility; 2. In-person assessment of client to determine appropriate, least restrictive service; 3. Share information on other community resources; 4. Develop goal-oriented Care Plan for each client; 5. Establish support services to protect client and resources (provide intervention in abusive/exploitative situations, establish bill payer relationship or representative payeeship, recruit/train/match volunteer); 6. Link client to community-based services to support legal, financial, housing, medical, nutritional, social, and other needs; 7. Direct service provision: regular face-to-face client contact (staff or volunteer), ensure client safety and security, address changes in client care and resources as necessary, monitor financial stability, monitor use of resources, reporting as required for representative payeeship, monitor volunteer services; 8. Maintain appropriate documentation. A face-to-face visit by staff and review of the Care Plans are done at a minimum of every 6 months to evaluate the need for continuing services.

4. Service coordination and collaboration strategies:
   Describe how the agency coordinates its services with services being provided by other agencies and describe how the agency collaborates with other agencies. If you are not currently collaborating with other agencies, what is your plan for increasing collaboration?

In order to align and coordinate services, Family Eldercare is an active participant in many local planning bodies, coalitions, and task forces. Because services are provided on a continuum of care to meet the needs of the elderly population and people with disabilities, Family Eldercare participates in several planning and advocacy bodies, including the Aging Services Council of Central Texas, Intellectual and Developmental Disabilities Coalition, the Ending Community Homeless Coalition (ECHO), and One Voice Central Texas. Addtionally, Family Eldercare is involved in networking and with professional organizations to help maximize service coordination, replicate "best practices" and avoid duplication of services. These groups include Austin Area Home Health Council, Texas Senior Advocacy Coalition, National Council on Aging, American Society on Aging, National Association of Service Coordinators, National Association of Social Workers, AARP Foundation – Texas Money Management Program, Association of Fundraising Professionals, Association of Grant Professionals, Georgetown Chamber of Commerce, and I Live Here, I Give Here.

Family Eldercare is involved with multiple collaborations that enhance and expand our programs.

<u>Guardianship</u>: Since 1986, Family Eldercare has collaborated with the Probate and Estate Committee of the Travis County Bar Association to strengthen the Guardianship Program by providing legal advocacy for eligible clients. These lawyers, recruited primarily through Volunteer Legal Services of Central Texas (VLS), handle all required legal filings and court work pro-bono, so that Family Eldercare may establish and maintain guardianships.

<u>Money Management Program</u>: In 1994, Family Eldercare established a collaboration with American Association of Retired Persons (AARP), through which the Money Management program receives volunteer money managers recruited from AARP's membership, technical assistance, training materials, limited insurance coverage of client funds, and assistance with program monitoring and evaluation.

Because of the high number of clients with developmental and other disabilities needing services, Family Eldercare has developed collaborations and strategies to address the needs of these clients. In 2000, the agency became a designated service provider with ATCIC so that clients of this agency can receive bill payer and representative payee services using contract service funds available through ATCIC. In October 2004, Family Eldercare and Front Steps established a collaboration through which Family Eldercare provides bill payer or representative payee services at the Austin Resource Center for the Homeless (ARCH) to homeless adults who are unable to manage their finances. The goal of the project is to assist these individuals in obtaining permanent and stable housing.

<u>In-Home Care and Caregiver Services</u>: Family Eldercare collaborates with Foundation Communities to provide in-home care to older adults and disabled adults living in their three Single Room Occupancy properties. Family Eldercare provides Care Attendants who visit each property for a set number of hours each month to assist residents with basic tasks such as housekeeping, meal preparation, grocery shopping, medication reminders and companionship. These services are instrumental in helping older and disabled adults maintain the safety and cleanliness of their apartment, address their basic needs and feel connected to the larger community.

<u>Consultation and Service Coordination:</u> In 2000 a collaboration with Masterson Equities, Ltd. resulted in the availability of Family Eldercare consultation and referral services, case management, and other services to residents of the Lodge at Merrilltown, a tax credit senior living community. In 1999, Family Eldercare

established a collaborative agreement with Campbell Hogue and Associates to provide consultation and referral services, case management, and other services to residents of Heatherwilde of Pflugerville, a tax credit senior living community.

Aging in Place Initiative (Elders Living Well): This program received a three year federal grant in October 2009 to provide services that support aging in place for older residents of public housing in Austin. The program involves collaboration with six other nonprofit organizations that serve older adults, as well as the Housing Authority of the City of Austin and the University of Texas School of Nursing and School of Social Work. Partner nonprofits include HAND, AAA of the Capital Area, Coming of Age (formerly RSVP), Meals on Wheels and New Connections. These agencies provide services that help older adults remain independent and engaged in their community.

Best Single Source: Family Eldercare is a member of this public-private coalition, which was formed in 2001 to reform the basic needs service delivery system in Travis County. Family Eldercare is one of the partner agencies of the Best Single Source collaboration, which was developed to improve the system for distributing emergency financial assistance to clients in need. Other partners include: Meals on Wheels and More, SafePlace, Caritas of Austin, ARC of the Capital Area, Any Baby Can, AIDS Services of Austin, Goodwill Industries, Wright Wellness Center, and Catholic Charities of Central Texas.

Summer Fan Drive: This program distributes fans and air conditioning units to vulnerable populations – elderly, children and disabled persons. Every summer, Family Eldercare partners with more than 40 community nonprofits and government agencies for assistance with distributing fans to those in need. Teams of volunteers collect and deliver over 5,500 fans and a/cs to vulnerable low-income older adults, adults with disabilities and families with children in and around Travis County. We also purchase and install window a/c's for persons with serious health issues.

5. **OUTPUT** Performance Measures (**replace the blue text and shaded spaces below with the actual wording of your measures and their corresponding 12-month goal amounts**):
Please enter the output performance measures to be reported for your program. You must report the number of unduplicated clients served by funding source and at least one other output. Actual total program performance data for these outputs will be reported in the quarterly program performance reports.

OUTPUT # 1	Travis County Annual Goal	All Other Funding Sources Annual Goal	TOTAL (Travis County + All Other) Annual Goal
Number of unduplicated clients served (total # provided screening, assessment and/or Money Management services)	77	313	390

OUTPUT # 2	Travis County Annual Goal	All Other Funding Sources Annual Goal	TOTAL (Travis County + All Other) Annual Goal
Unduplicated clients provided case management	71	289	360

6. **OUTCOME** Performance Measures (**replace the blue text in the left column below with the actual wording of your measures' numerators, denominators, and outcome rates**):
Please enter the outcome performance measures to be reported for your program. For any outcome which will not have a percentage rate, use only the first (numerator) row and edit as needed. In the middle column's shaded blocks, include the corresponding 12-month goal amounts and percentages (as applicable) for each line. ***If an Outcome will NOT be reported every quarter, in the right column indicate for which quarterly report(s) you WILL be reporting that measure (for example, you might report for Q2 and Q4 only).***

Total Program Performance – OUTCOME # 1	Total Program Annual Goal	If not reported every Quarter, in which Quarter(s)?
Number of Money Management clients served who are maintained in a safe environment where all basic needs are met (food, medical, housing, clothing) for 3 months following initiation of services (numerator)	342	
Total number of Money Management clients served for 3 months following initiation of services (denominator)	360	
Percentage of clients who are maintained in a safe environment where all basic needs are met (outcome rate)	**95%**	

Total Program Performance – OUTCOME # 2	Total Program Annual Goal	If not reported every Quarter, in which Quarter(s)?
Number of Money Management clients responding to surveys who are satisfied with services (numerator)	153	**4th Quarter**
Total number of Money Management clients who respond to satisfaction surveys (denominator)	180	
Percentage of clients who are satisfied with services (outcome rate)	**85%**	

Total Program Performance – OUTCOME # 3	Total Program Annual Goal	If not reported every Quarter, in which Quarter(s)?
Number of Money Management clients served in program who have no new incident of abuse, neglect or financial exploitation (numerator)	342	
Total number of Money Management clients served (denominator)	360	
Percentage of Money Management clients served who have no new incidents of abuse, neglect or financial exploitation (outcome rate)	**95%**	

(If approved for additional Outcome measures, copy and paste the blocks above and re-number accordingly)

7. Community planning activities:
   Describe your agency's involvement in community planning activities that are specific to the services provided under this contract.

Family Eldercare is an active participant in the following Community Action Network planning bodies: Aging Services Council of Central Texas (CEO serves as co-chair), Intellectual and Developmental Disabilities Coalition, and the Ending Community Homeless Coalition (ECHO). Family Eldercare is also a member of One Voice Central Texas and I Live Here, I Give Here.

8. Program Evaluation Plan

- Performance evaluation:
  Describe how the agency will evaluate the program's performance in achieving program goals. Note: if any survey(s) or questionnaire(s) are used in the evaluation of the program or its performance, please provide a brief description of survey procedures (for example: how the survey is distributed and to whom).

Family Eldercare has systems in place to measure program outputs and outcomes. Client outputs and outcomes are typically measured as part of the service planning process. Case Managers work with the client to develop an individualized service plan that includes long and short term goals. Staff visit with clients on a regular basis to review their progress with their individual service plan or resident care and community coordination plan. Most client service plans are reviewed quarterly.

Outcome data are kept in the client file and captured in the agency client database. Case Managers participate in monthly case review meetings with their supervisor and also provide monthly reports to the Program Manager. Program Manager reviews monthly reports and compile and submit this information to the Program Director for review. The Program Director is responsible for monitoring program results, implementing corrective action and keeping the Chief Executive Officer informed.

Additional data on client outcomes are collected through surveys of clients conducted annually. These surveys measure client satisfaction and the degree to which clients have gained knowledge or skills from the services provided. Surveys are conducted by both mail and telephone.

- Quality improvement:
  Describe the process for identifying problems or other issues in service delivery, designing activities to overcome these problems, and following up to ensure corrective actions have been effective.

Changes to programs and services are made based on findings of the performance evaluation activities listed previously. Surveys of clients, volunteers, and stakeholders are conducted annually to solicit feedback on quality improvement issues.

Date prepared: 6/6/2012

FORM #4: PROGRAM BUDGET

for 2012 Social Service Contracts funded by Travis County

Agency: Family Eldercare, Inc. **Program: Money Management**

Instructions: Provide whole dollar amounts for each applicable line item. IMPORTANT: DO NOT INCLUDE ANY PROGRAM INCOME ON THIS PAGE. Note that the line items with asterisks ** will require prior approval - Refer to your Contract Language.

IMPORTANT: All $ amounts must be whole dollars only (no cents)

PERSONNEL	Requested COUNTY Amount	Amount Funded by ALL OTHER Sources	* TOTAL Budget (ALL funding sources)
Administrative Salaries - Regular Time	0	14,083	14,083
Direct Service Salaries - Regular Time	16,127	44,499	60,626
Administrative Salaries Overtime			
Direct Service Salaries - Overtime			0
Benefits	4,043	16,716	20,759
A. SUBTOTALS: PERSONNEL	20,170	75,298	95,468
OPERATING EXPENSES			
General Operating Expenses	1,225	5,513	6,738
Insurance/Bonding		1,698	1,698
Audit Expenses *(provide details for this line item in the Subcontracted Expenses form)*			0
Consultants/Contractual *(provide details for this line item in the Subcontracted Expenses form)*		3,167	3,167
Staff Travel - **within Travis County**	900	3,000	3,900
Conferences/Seminars/Training - **within Travis County**		200	200
** Staff Travel - **out of County**			0
** Conferences/Seminars - **out of County**			0
B. SUBTOTALS: OPERATING EXPENSES	2,125	13,578	15,703
DIRECT ASSISTANCE			
Food/Beverage for Clients *(NOTE: Alcoholic beverage expenditures are not eligible or allowable)*	0	0	0
Financial Assistance for Clients (e.g. rent, mortgage, utilities)		1,563	1,563
Other (specify)			0
			0
C. SUBTOTALS: DIRECT ASSISTANCE	0	1,563	1,563
EQUIPMENT/CAPITAL OUTLAY			
** (specify equipment)	0	0	0
D. SUBTOTALS: EQUIPMENT/CAPITAL OUTLAY	0	0	0
GRAND TOTAL (A + B + C + D)	22,295	90,439	112,734
PERCENT SHARE of Total for Funding Sources:	19.8%	80.2%	100.0%

FORM # 5: Program Budget NARRATIVE
for 2012 Social Service Contracts funded by Travis County/

Date prepared: 05/31/2012

Agency: Family Eldercare

Program: Money Management

Instructions: Add details below (not to exceed 20 words per line item) to justify proposed expenses from your Program Budget form. DO NOT INCLUDE ANY DOLLAR AMOUNTS OR PERCENTAGES ON THIS PAGE. Delete the examples below and replace them with your narrative.

PERSONNEL	NARRATIVE
Salaries - Regular time	*Do not provide staff detail here- use Total Program Staff Positions and Time form #5 instead*
Salaries – Overtime	
Benefits	FICA, SUTA, Health, Dental, Vision
OPERATING EXPENSES	
General Operating Expenses	General office supplies (client folders), Postage, Telephone, Utilities
Insurance/Bonding	
Audit Expenses	
Consultants/Contractual	*Do not provide detail here- use Subcontracted Expenses form #8*
Staff Travel	Client outreach
Conferences/Seminars/Trng	
** Staff Travel - **out** of County	
** Conferences/Seminars/Trng. – **out** of County	
DIRECT ASSISTANCE	
Food/Beverage for Clients (NOTE: Alcoholic beverage expenditures are not eligible or allowable)	
Financial Assistance for Clients (*e.g. rent, mortgage, utilities*)	
Other (*specify*)	
EQUIPMENT/CAPITAL OUTLAY	
** (*Specify*)	***Please refer to contract for capital outlay/equipment guidelines.***

** These line items require prior approval – Refer to your Contract Language.

Form # 6: Total Program Staff Positions & Time

for 2012 Social Service Contracts funded by Travis County

Date prepared: **05/31/2012**

Agency: **Family Eldercare**

Program: Money Management

TOTAL PROGRAM STAFF: INDIVIDUAL POSITIONS & TIME ASSIGNED

AGENCY: List below all program staff individually by their position titles only (do not include their names), indicate whether each is direct service staff or administrative staff and indicate the percentage of their total time which is assigned to this specific program. **IMPORTANT: If two or more staff members with the same position title work on this program, be sure to list each position separately, with their individual percentages of total time for this program.**

List ALL Program Positions Individually by Titles	Percent of Time for this Program
Case Manager, Money Management	100%
Case Manager, Money Management	100%

FORM # 7: **PROGRAM FUNDING SUMMARY** Date prepared: 6/7/2012

for 2012 Social Service Contracts funded by Travis County

Agency Name: Family Eldercare, Inc.	Program Name: Money Management

Funding Sources	Grant/Contract Name	Funding Period	Funding Amount
Travis County	Social Service Contract (**Travis County** prgm. budget)	7/1/2012 -9/30-2012	$22,295
Travis County	Social Service Contract (current 2012 contract)		$2,026
Travis County			
City of Austin	Social Service Contract (**City of Austin** prgm. budget)	7/1/2012 -9/30-2012	$16,375
City of Austin			
City of Austin			
Federal	Community Development Block Grant	7/1/2012 -9/30-2012	$28,523
Federal			
State			
State			
United Way			$4,000
Contributions	Foundations and Corporations		$10,585
Program Income/ Fees			
Other (Specify)	Service Fees		$15,630
Other (Specify)	Austin Travis County Integral Care		$10,800
Other (Specify)	Adult Protective Services		$2,500
Other (Specify)			
		TOTAL PROGRAM FUNDING:	**$112,734**

Form #9: Travis County Health and Human Services & Veterans Service Department
2012 Performance Report Definition Tool

Family Eldercare: Money Management (One-Time Funding, July-September 2012)

Date Report was Generated: 8/31/11

To assist you in completing this form, the red triangles located in the upper right-hand side of some cells provide additional instructions related to the information requested.

Type	Performance Measure	Calculation Method	What is the Data Source for this Measure?	Notes	Who Produces this Measure
OUTPUT MEASURES:					
Output #1	**Number of unduplicated clients served (total # provided screening, assessment, and/or Money Management services)**	The data analyzed include Screening Date and Customer Name - with the following conditions: (1) Screening Date must fall in time period of interest AND (2) A client cannot be counted more than once.	Program Database	The program database allows for an unduplicated client count based on date of screening.	Data entry: Shontell Gauthier (Money Management) Data retrieval: Shontell Gauthier (Money Management)
Output #2	**Number of unduplicated clients provided case management**	The data analyzed include Date Activated for service and Customer Name - with the following conditions: (1) Inquiry Date must fall in time period of interest AND (2) A client cannot be counted more than once.	Program Database	The program database allows for an unduplicated client count based on date of screening.	Data entry: Shontell Gauthier (Money Management) Data retrieval: Shontell Gauthier (Money Management)
OUTCOME MEASURES:					
Outcome #1a (numerator)	**Number of Money Management clients served who are maintained in a safe environment where all basic needs are met (food, medical, housing, clothing) for 3 months following initiation of service**	The data analyzed include Date Activated for service and Customer Name - with the following conditions: (1) Clients must reside in an environment with no verified concerns for client safety or unmet basic needs within 3 months of initial service date AND (2) A client cannot be counted more than once.	Program Database and case review of clients meeting the 3 month requirement during the current reporting period.	The program database allows for an unduplicated client count based on date of activation. Chart review or case consults of cases meeting the 3 month criteria reveal those cases that meet the criteria.	Data entry: Shontell Gauthier (Money Management) Data retrieval: Shontell Gauthier (Money Management)
Outcome #1b (denominator)	**Total number of Money Management clients served for 3 months following initiation of services**	The data analyzed include Date Activated for service and Customer Name - with the following conditions: (1) Clients must have received 3 months of service AND (2) A client cannot be counted more than once.	Program Database and case review of clients meeting the 3 month requirement during the current reporting period.	The program database allows for an unduplicated client count based on date of activation. Chart review or case consults of cases meeting the 3 month criteria reveal those cases that meet the criteria.	Data entry: Shontell Gauthier (Money Management) Data retrieval: Shontell Gauthier (Money Management)

Outcome Rate #1c	**Percentage of clients who are maintained in a safe environment where all basic needs are met**	Divide OC#1a by OC#1b	Program Database and case review of clients meeting the 3 month requirement during the current reporting period.	The program database allows for an unduplicated client count based on date of activation. Chart review or case consults of cases meeting the 3 month criteria reveal those cases that meet the criteria.	Data entry: Shontell Gauthier (Money Management) Data retrieval: Shontell Gauthier (Money Management)
Outcome #2a (numerator)	**Number of Money Management clients responding to surveys who are satisfied with services**	The data analyzed include Date Activated for service and Customer Name - with the following conditions: (1) Inquiry Date must fall in time period of interest; (2) A client cannot be counted more than once; AND (3) Client responds to annual client satisfaction survey and indicates satisfaction with services	Program Database to identify clients to survey and completed annual satisfaction survey.		Data entry: Shontell Gauthier (Money Management) and Carin Yeh (In-Home Care); Data retrieval: Carin Yeh (In-Home Care) or Shontell Gauthier (Money Management)
Outcome #2b (denominator)	**Total number of Money Management clients who respond to satisfaction surveys**	The data analyzed include Date Activated for service and Customer Name - with the following conditions: (1) Inquiry Date must fall in time period of interest; (2) A client cannot be counted more than once; AND (3) Client responds to annual client satisfaction survey	Program Database to identify clients to survey and completed annual satisfaction survey.	The program databases allow for an unduplicated client count based on date of activation. Data from both Money Management and In-Home Care Services are combined for a cumulative total.	Data entry: Shontell Gauthier (Money Management) Data retrieval: Shontell Gauthier (Money Management)
Outcome Rate #2c	**Percentage of clients who are satisfied with services**	Divide OC#2a by OC#2b	Program Database to identify clients to survey and completed annual satisfaction survey.	The program databases allow for an unduplicated client count based on date of activation. Data from both Money Management and In-Home Care Services are combined for a cumulative total.	Data entry: Shontell Gauthier (Money Management) Data retrieval: Shontell Gauthier (Money Management)
Outcome #3a (numerator)	**Number of Money Management clients served in program who have no new incidents of abuse, neglect, or financial exploitation**	The data analyzed include Date Activated for service and Customer Name - with the following conditions: (1) Clients must have no verified new incidence of abuse, neglect, or financial exploitation during the time period of interest AND (2) A client cannot be counted more than once.	Program Database and case review of client incidence during the current reporting period.	The program databases allow for an unduplicated client count based on date of activation.	Data entry: Shontell Gauthier Data retrieval: Shontell Gauthier (Money Management)
Outcome #3b (denominator)	**Total number of Money Management clients served**	The data analyzed include Date Activated for service and Customer Name - with the following conditions: (1) Inquiry Date must fall in time period of interest AND (2) A client cannot be counted more than once.	Program Database	The program databases allow for an unduplicated client count based on date of screening.	Data entry: Shontell Gauthier Data retrieval: Shontell Gauthier (Money Management)

Outcome Rate #3c	**Percentage of Money Management clients served who have no new incidents of abuse, neglect, or financial exploitation**	Divide OC#3a by OC#3b	Program Database and case review of client incidence during the current reporting period.	The program databases allow for an unduplicated client count based on date of activation.	Data entry: Shontell Gauthier Data retrieval: Shontell Gauthier (Money Management)
DEMOGRAPHIC AND ZIP CODE REPORT					
Gender, Race, and Ethnicity	**Number** of unduplicated clients by their gender, race, and ethnicity	The data analyzed includes Activation Date and Customer Name - with the following conditions: (1) Activation Date must fall in time period of interest AND (2) A client cannot be counted more than once.	Program Database	The program database allows for an unduplicated client count based on date of activation.	Data entry: Shontell Gauthier (Money Management) Data retrieval: Shontell Gauthier (Money Management)
Age	**Number** of unduplicated clients by their age at start of program and **grouped** into age categories	The data analyzed includes Activation Date and Customer Name - with the following conditions: (1) Activation Date must fall in time period of interest AND (2) A client cannot be counted more than once.	Program Database	The program database allows for an unduplicated client count based on date of activation.	Data entry: Shontell Gauthier (Money Management) Data retrieval: Shontell Gauthier (Money Management)
Income Status	**Number** of unduplicated clients by their income status at start of program and **grouped** into income categories	The data analyzed includes Activation Date and Customer Name - with the following conditions: (1) Activation Date must fall in time period of interest AND (2) A client cannot be counted more than once.	Program Database	The program database allows for an unduplicated client count based on date of activation.	Data entry: Shontell Gauthier (Money Management) Data retrieval: Shontell Gauthier (Money Management)
Zip Code	**Number** of unduplicated clients by their zip code at start of program	The data analyzed includes Activation Date and Customer Name - with the following conditions: (1) Activation Date must fall in time period of interest AND (2) A client cannot be counted more than once.	Program Database	The program database allows for an unduplicated client count based on date of activation.	Data entry: Shontell Gauthier (Money Management) Data retrieval: Shontell Gauthier (Money Management)

TRAVIS COUNTY HEALTH and HUMAN SERVICES
and VETERANS SERVICE
P. O. Box 1748
Austin, Texas 78767

Sherri E. Fleming
County Executive
(512) 854-4100
Fax (512) 854-4115

DATE: June 8, 2012

TO: Cyd V. Grimes, C.P.M., CPPO, Travis County Purchasing Agent

FROM: Sherri E. Fleming
Sherri E. Fleming, County Executive
Travis County Health and Human Services and Veterans Service

SUBJECT: Modify Family Eldercare Contract #4400000740

Proposed Motion:
Consider and take appropriate action to execute a modification to the contract with Family Eldercare, Inc. to increase staffing and capacity of its Money Management Program providing services to improve the financial stability of low income older adults and adults with disabilities in Travis County.

Summary and Staff Recommendations:
Faced with an increase in need among Travis County's population of older and/or disabled adults, Family Eldercare has submitted a budget request in accordance with Travis County's Budget Rules and process for an increase in the amount of funding to support its Money Management Program which provides financial stability services to low income older adults and disabled individuals in the form of providing access to a Representative Payee to manage day-to-day bills and a case manager to assist with access to benefits to which older adults and adults with disabilities may be entitled.

Family Eldercare has asked that the Court provide an early start for the proposed increased staffing for the program during the remaining budget year as it will assist in helping their clients increase their incomes, improve their financial stability, accessing housing, medical care and basic needs, as well as receive protection from financial abuse and exploitation.

Budgetary and Fiscal Impact:
This request, in the amount of $22,295, during the FY2012 budget year, to commence on July 1, 2012, through September 30, 2012, will be funded internally within the Health and Human Services and Veterans Services and Veterans Services budget.
Funding is pre-encumbered in document #1000000957, account number 1580540001.
These funds are to be added to current encumbrance #41000001272.

Issues and Opportunities:
Under Family Eldercare's contract, the Money Management Program is able to serve 40 individuals. The program currently has a waiting list of over 50 persons in need of Bill Payer services in the form of a Representative Payee and assistance with managing money and access to benefits. Increasing the capacity of this program will allow the program to serve 90 additional clients over the proposed annual contract period and keep these individuals from being prematurely institutionalized.

Background:
Family Eldercare has, historically provided In-Home Care and Bill Payer programs. The In-Home Care program provides respite care on a sliding fee scale to ensure accessibility to low-income clients. The program supports and sustains caregivers in their efforts to care for elderly and disabled loved ones and supports older adults living alone with minimal caregiver support. The Bill Payer program provides bill payer and representative payee services to adults who are unable to manage their own finances. Services provide a final safety net to those most at risk for premature institutionalization. In addition, Family Eldercare works with the Travis County Probate Court providing quality guardianship services to incapacitated older adults and adults with disabilities.

Cc:
Deborah Britton, Division Director, Community Services, TCHHSVS
Susan A. Spataro, CPA, CMA, Travis County Auditor
Jose Palacios, Chief Assistant County Auditor
Mike Crawford, Senior Financial Analyst, Travis County Auditor
Mary Etta Gerhardt, Assistant County Attorney
Rodney Rhoades, Executive Manager, Planning and Budget Office
Travis Gatlin, Analyst, Planning and Budget Office
Cyd Grimes, C.P.M., Travis County Purchasing Agent
Caula McMarion, HHS and VS, Finance Accountant
Shannon Pleasant, Purchasing Agent Assistant, Travis County Purchasing Office
LaDonna Brazell, Contract Compliance Specialist, HHS/VS