COMMUNITY AND SENIOR SERVICES
OF LOS ANGELES COUNTY

CYNTHIA D. BANKS
Director

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"To Enrich Lives Through Effective And Caring Service"

BOARD OF SUPERVISORS

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MARK RIDLEY-THOMAS
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MICHAEL D. ANTONOVICH

December 1, 2009

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

APPROVAL TO TERMINATE THE CONTRACT FOR CONVENIENCE WITH PASADENA HOSPITAL ASSOCIATION, Ltd, dba HUNTINGTON MEMORIAL HOSPITAL (HMH) FOR THE INTEGRATED CARE MANAGEMENT (ICM) PROGRAM (ALL SUPERVISORIAL DISTRICTS) (3-VOTES)

SUBJECT

Community and Senior Services (CSS) seeks approval to 1) terminate the contract, for convenience, with HMH for the ICM program based on the Board of Supervisors' determination that it is in the best interest of the County and; 2) send the required Notice of Termination to HMH and; 3) execute a contract amendment with Santa Anita Family Service to take over the services in the affected areas.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Determine that it is in the best interest of the County to terminate for convenience, the ICM Program Contract (contract number 40331) with HMH, effective December 31, 2009.

2. Delegate authority to the Director of CSS, or designee, to send the required written Notice of Termination to HMH, to be effective December 31, 2009, no less than ten (10) days after the notice is sent.

3. Delegate authority to the Director of CSS, or designee, to negotiate and execute a contract amendment with Santa Anita Family Service for the ICM Contract (contract number 40333) effective January 1, 2010, to take over the areas served by HMH, provided: (a) approvals of County Counsel, as to form, and the Chief Executive Office (CEO) are obtained prior to any such amendment; and (b) the Director of CSS, or designee, confirms in writing to the Board of Supervisors and the CEO within 30 days after such amendments have been executed.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

CSS is requesting the Board of Supervisors to determine it is in the best interest of the County to terminate, for convenience, the ICM program contract with HMH which currently provides ICM program services in portions of the First, Fourth and Fifth Districts. Due to the rising costs, ongoing drastic funding decreases and the cost of doing business, the agency is no longer able to maintain the ICM contract.

CSS canvassed the current ICM program contractors to determine interest and ability in serving this area and received favorable responses from several providers. The following criteria was used to evaluate which agency would be best to take over HMH's area:

1) Prior service
2) Service area
3) Rates
4) Performance

Based on those criteria, Santa Anita Family Service was determined to be the best agency to take over the area currently being served by HMH. CSS anticipates amending the current ICM Program Contract (contract number 40133) with Santa Anita Family Service to include the areas served by HMH effective January 1, 2010, in exchange for an increase in the contract sum equivalent to the remaining contract amount of the HMH ICM Contract (contract number 40131). The recommended actions will allow for the continued provision of the ICM in portions of the First, Fourth and Fifth Supervisorial Districts.

Implementation of Strategic Plan Goals

The recommended actions are consistent with the principles of the Countywide Strategic Plan goals of *Children, Family and Adult Well-Being.*

Performance Measures

To comply with federal and State funding source requirements and Los Angeles County's *Performance Counts!* Initiative, CSS has developed the following performance standards to measure program effectiveness for the ICM Program:

- Sustain or improve seniors' health;
- Assist seniors who live independently in their home for as long as possible;
- Improve or maintain seniors' socialization;
- Track percentage of participants who reported improved social functions and emotional well-being; and
- Percentage of participants served who are minority, low-income, disabled and aged 75+ exceeds the national average.

Agencies are required to develop benchmark criteria for each performance standard. CSS will assess the agencies' performance during each monitoring visit.

FISCAL IMPACT/FINANCING

HMH's ICM allocation is $217,000, for the current fiscal year. HMH is estimated to spend $105,000 by December 31, 2009, leaving approximately an estimated $112,000 for the balance of Fiscal Year (FY) 2009-10. The balance of that amount will be transferred to Santa Anita Family Service to provide services in portions of the First, Fourth and Fifth Districts. There is no impact on the County General fund, as the Area Agency on Aging (AAA) programs are fully financed by the California Department of Aging Older Americans Act (OAA) and Older Californians Act (OCA) funding. Funding for this program has been included in the Department's FY 2009-10 Proposed Budget.

FACTS AND PROVISIONAL/LEGAL REQUIREMENTS

HMH requested in writing that its current contract be terminated with CSS due to the rising costs and limited funding. HMH currently provides comprehensive, long-term services that utilize the care manager's professional skills and competence to serve the client, and link the client to a full range of appropriate services, using all available informal supports and funding sources under the ICM program.

CSS is currently working with this agency to ensure the transition process is seamless and there is no break in service.

CONTRACTING PROCESS

In FY 2004, HMH was awarded the ICM contract for four years through June 2008. This contract was then extended, with State approval, through June 2010, pending a release of a new solicitation this fiscal year.

In October 2009, CSS canvassed the current ICM contractors to inquire if any of the current contractors could provide services in the Pasadena and surrounding areas. HMH currently serves portions of the First, Fourth and Fifth Supervisorial Districts.

CSS canvassed the current ICM contractors to determine interest and ability in serving this area and received favorable responses from several providers. The following criteria was used to evaluate which agency would be best to take over HMH's area:

1) Prior service
2) Service area
3) Rates
4) Performance

Based on those criteria, Santa Anita Family Service was determined to be the best agency to take over the area currently being served by HMH. CSS anticipates amending the current ICM

Contract (contract number 40133) with Santa Anita Family Service to include the areas served by HMH effective January 1, 2010, in exchange for an increase in the contract sum. The recommended actions will allow for the continued provision of ICM program services in portions of the First, Fourth and Fifth Supervisorial Districts.

Monitoring Requirement

CSS' Contract Compliance Division will conduct contract compliance monitoring of all of its AAA contractors. CSS is responsible for ensuring, through its resolution process that the reported monitoring findings are resolved and training is provided to our contractors, if necessary, and/or program policies are developed.

IMPACT ON CURRENT SERVICES OR PROJECTS

The recommended actions will allow for the continued provision of the ICM program in portions of the First, Fourth and Fifth Supervisorial Districts.

CONCLUSION

Upon Board approval, please mail one copy of the adopted Board letter and its attachments to Ms. Sonja Ivey-Rojas, Contract Management Division, CSS, 3175 West Sixth Street, Room 403, Los Angeles, CA, 90020. Ms. Ivey-Rojas may be reached at (213) 351-8917.

Respectfully submitted,

CYNTHIA D. BANKS
Director

CDB:MQ:sld

c: Chief Executive Officer
Acting County Counsel
Auditor-Controller
Executive Officer, Board of Supervisors