

Agenda Item: **5C-1**

**PALM BEACH COUNTY  
BOARD OF COUNTY COMMISSIONERS**

**AGENDA ITEM SUMMARY**

Meeting Date: June 29, 2010

Consent  
 Ordinance

Regular  
 Public Hearing

Department

Submitted By: Community Services

Submitted For: Division of Senior Services

**I. EXECUTIVE BRIEF**

**Motion and Title: Staff recommends motion to:**

**A) authorize** staff to initiate negotiations with Alzheimer's Community Care, Inc. (ACC) for the provision of an adult day care dementia-specific unit at Mid-County Senior Center in partnership with the Division of Senior Services (DOSS); and

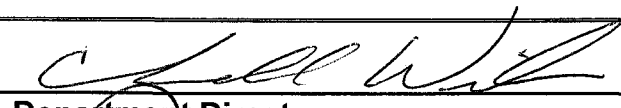
**B) authorize** staff to proceed with the development of an adult day care private pay policy for BCC consideration.

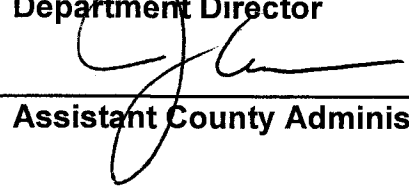
**Summary:** Alzheimer's Community Care, Inc. has proposed entering into a partnership with DOSS wherein ACC would operate a dementia-specific unit at the Mid-County Senior Center, utilizing 1080 square feet of available space. DOSS serves persons with mild to moderate dementia, while ACC serves individuals with moderate to severe dementia. This program would coexist with the DOSS adult day care program, enhancing services by including individuals with severe dementia, thus providing for a full continuum of services at the facility. The implementation of a County private pay option would allow individuals, currently not receiving federal or state grant funding, to enroll in a DOSS adult day care program by paying a fee based on a sliding scale.

**Background and Justification:** Alzheimer's Community Care, Inc. has proposed entering into a partnership with the County to provide a dementia-specific unit at the Mid-County Senior Center. This unit would co-exist with the current DOSS adult day care program. Benefits offered by ACC include the following: the establishment of a dementia-specific unit; facilitation of the electronic monitoring program for DOSS clients; access for clients and caregivers to the Family Nurse Consultant Program; establishment of a dementia-specific support group; provision of staff training and public educational programs; and assistance with building maintenance costs and utilities. The square footage available could accommodate up to 24 persons with moderate to severe dementia. A private pay option for DOSS adult day care services would allow persons to pay a sliding scale fee to participate. This would enable DOSS to serve more individuals until they are eligible for grant funding. It would provide benefits for both the person being cared for, as well as the caregiver. The County would realize additional revenues to offset a portion of operating costs.

**Attachments:**

1. Review of Adult Day Care Proposals
2. Private Pay Option Summary

Recommended By:  5/28/10  
 Department Director Date

Approved By:  6/14/10  
 Assistant County Administrator Date

**II. FISCAL ANALYSIS IMPACT**

**A. Five Year Summary of Fiscal Impact:**

Fiscal Years	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
Capital Expenditures	_____	_____	_____	_____	_____
Operating Costs	_____	_____	_____	_____	_____
External Revenue	_____	_____	_____	_____	_____
Program Income (County)	_____	_____	_____	_____	_____
In-Kind Match (County)	_____	_____	_____	_____	_____
<b>NET FISCAL IMPACT</b>	<u>- 0* -</u>	<u>see below</u>	_____	_____	_____
# ADDITIONAL FTE POSITIONS (Cumulative)	_____	_____	_____	_____	_____
Is Item Included in Current Budget:	Yes _____		No _____		
Budget Account No.:	Fund _____	Dept. _____	Unit. _____	Obj. _____	
	Program Code _____				

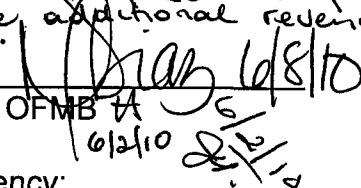
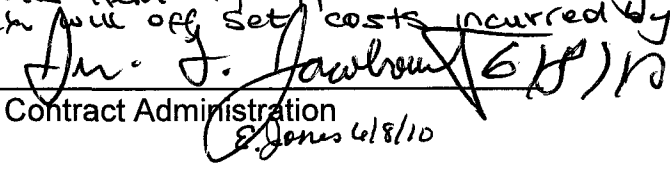
**B. Recommended Sources of Funds/Summary of Fiscal Impact:**

Departmental Fiscal Review: Tauna Malhohi

**III. REVIEW COMMENTS**

**A. OFMB Fiscal and/or Contract Administration Comments:**

\* there is no fiscal impact on this item. If approved the county will realize additional revenue which will off set costs incurred by the county.

OFMB 6/8/10  
6/2/10

Contract Administration  
6/8/10

**B. Legal Sufficiency:**

  
Assistant County Attorney

**C. Other Department Review:**

\_\_\_\_\_  
Department Director

This summary is not to be used as a basis for payment.

**Review of Adult Day Care Proposals  
Mae Volen Senior Center, Inc. and Alzheimer's Community Care, Inc.**

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**Attachment A..... Mae Volen Senior Center, Inc. Proposal**

**Attachment B.....Quality Assurance Review Executive Summary**

**Attachment C..... Alzheimer's Community Care, Inc. Proposal**

**Attachment D.....Projected DOSS Adult Day Care Budget FY 2011 with Private Pay Option**

# **Review of Adult Day Care Proposals Mae Volen Senior Center, Inc. and Alzheimer's Community Care, Inc.**

## **Introduction**

Palm Beach County has received two proposals related to the operation of the Division of Senior Services (DOSS) Adult Day Care Centers (Mid-County and North County). The proposals are different in nature, and can be summed up as follows: 1) the Mae Volen Senior Center, Inc. (MVSC) has proposed assuming the management of the day-to-day operations of the Mid-County and the North County adult day care programs and; 2) Alzheimer's Community Care, Inc. (ACC), has proposed entering into a partnership with DOSS by adding an ACC managed dementia-specific unit to the existing Mid-County Adult Day Care Program. Adult day care programs provide a structured program of therapeutic, rehabilitative, social and leisure activities in a monitored setting.

Information for this report was gathered through numerous meetings, conversations, and correspondence with Elizabeth Lugo, President and CEO of Mae Volen Senior Center, Inc., Mary Barnes, President and CEO of Alzheimer's Community Care, Inc., ACC staff Patsy Oram, Chief Operating Officer and Ron Radcliffe, Vice President of Community Care Services. Also included in this process were staff from the Area Agency on Aging of Palm Beach/Treasure Coast, Inc., including Jaime Estremera-Fitzgerald, Chief Executive Officer; Richard Hart, Director, Planning and Consumer Services; Joyce Norris, Chief Financial Officer; Nancy Yarnell, Planner/Emergency Operations Officer; Patricia Ernst, Director of Communications; and Michelle Bissett, Lead Quality Improvement Manager.

## **State and Federal Funding History - Adult Day Care Programs**

The U.S. Congress signed the Older Americans Act (OAA) into law in 1965. In addition to providing funding for various senior programs, it established the Federal Administration on Aging and called for the establishment of State Units on Aging. In Florida, the Department of Elder Affairs (DOEA) serves as the State Unit; DOEA created eleven local Area Agencies on Aging. The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. (AAA), which serves Martin, St. Lucie, Indian River, Okeechobee and Palm Beach counties, is our local unit for coordinating services and distributing federal (Older Americans Act) and state (Community Care for the Elderly or CCE) funding to service providers. AAA distributes funds to Lead Agencies who are selected through a competitive process.

The funding stream is as follows: Federal Administration on Aging → Florida Department of Elder Affairs → AAA → AAA's Lead Agencies → Vendors.

AAA's Lead Agencies are responsible for providing OAA and CCE funded services to seniors in their designated geographical areas, either directly or through vendors. Currently, for AAA grant funding purposes, Palm Beach County is divided into two service areas due to its large geographical area and senior population (>365,000). Mae Volen Senior Center, Inc. serves as the AAA Lead Agency for the south county and the Palm Beach County DOSS serves the north County, with Hypoluxo Road generally the dividing line. The coastline to Lake Okeechobee is also in the northern service area. These boundaries are for AAA purposes only. The current AAA Lead Agency grant contract term is from 2009-2012.

## **Background - Division of Senior Services**

The Division of Senior Services (DOSS) began in 1977 as a nutrition program; its funding source was the OAA. Home delivered meals and congregate meals were served throughout Palm Beach County. This program existed side by side

with the County's Division of Aging, which provided in-home services such as housekeeping and respite through the State's CCE funding.

The County merged the nutrition program and the Division on Aging, creating DOSS in 1981. DOSS, housed in the Community Services Department, currently manages three senior centers and two adult day care centers (licensed to serve a total of 75 persons). They also provide case management, in-home meals, in-home services and respite, congregate meals, utility bill assistance, nutrition services and other programs to assist seniors.

As the AAA Lead Agency for the north County, DOSS not only provides direct service delivery to senior clients, they also utilize vendors to provide services. DOSS served 7874 individuals in 2009, including a total of 3954 persons with AAA Lead Agency funding.

#### **Background - Mae Volen Senior Center, Inc.**

The Mae Volen Senior Center, Inc. (MVSC) began as the not-for-profit South County Neighborhood Center in 1968. It was renamed the Mae Volen Senior Center in 1986. Today, the original facility is called The Volen Center and houses several programs including an adult day care licensed to serve 102 clients.

In 2005, a second MVSC facility was opened in collaboration with the City of Delray Beach; this dementia-specific facility provides up to 45 persons with adult day care. Most recently, in 2009, the Jewish Federation of South Palm Beach County entered into an agreement with MVSC to manage the Adolph and Rose Lewis Alzheimer and Adult Day Care Center (capacity 60) in Boca Raton.

Therefore, three adult day care facilities are currently managed by MVSC in southern Palm Beach County. MVSC funding is accrued from a variety of sources, including donations, endowments, private pay, third party reimbursements, federal, state and local grants. Palm Beach County provides a portion of their funding through the "Other-County Sponsored" Program; in FY'10, \$1.175 Million was awarded to MVSC to assist with transportation, case management, in-home services and adult day care center expenses.

As the AAA Lead Agency for southern Palm Beach County, MVSC is also responsible for providing a variety of services to seniors with the federal and state grant funding provided. This includes case management, congregate and home delivered meals, utility bill assistance, and in-home services such as respite and housekeeping. Through AAA Lead Agency funding, MVSC served 1588 individuals during the first six (6) months of the current contract (beginning July 1, 2009).

#### **Background - Alzheimer's Community Care, Inc.**

Since 1996 Alzheimer's Community Care, Inc. (ACC) has provided specialized care to patients with Alzheimer's disease and related disorders, as well as services to their caregivers. Founded by a group of donors, caregivers and community leaders, their goal is to provide local, community-based, dementia-specific services. The ACC service area includes Martin, Palm Beach and St. Lucie Counties. In Palm Beach County they operate eight dementia-specific adult day care centers, a Family Nurse Consultant Program, and a 24-hour crisis line. ACC also provides education and training programs, caregiver support groups, and an electronic monitoring service.

Funding for ACC is provided through private donations, foundations, federal, state, and local grants, and private pay. In FY '10 Palm Beach County provided funding to ACC in the amount of \$524,953 through the Financially Assisted Agencies Program for assistance with their adult day care programs, the Family Nurse Consultant Program, and disaster preparedness.

# Mae Volen Senior Center, Inc. Proposal

## 1. Proposal Summary

Mae Volen Senior Center, Inc. (MVSC) is proposing (see Attachment A) to contract with Palm Beach County to manage the Mid-County and North County Adult Day Care programs. Under this scenario, MVSC would be a vendor and be reimbursed at an hourly rate for OAA or CCE eligible clients. Currently, there is one other County vendor providing adult day care services and being reimbursed for eligible clients with OAA and CCE funding.

MVSC would be responsible for the day-to-day operation and management of the program.

MVSC's reasons for their proposal include the following: 1) a potential cost savings to the County; 2) relief of administrative and managerial responsibilities; and 3) program enhancement and improvement.

## 2. Client Impact

There should be no fiscal impact on the current clients attending the adult day care programs. If MVSC becomes a vendor providing the service, they would determine the client's payment method; some may be eligible for grant or scholarship funding. Others may be private pay clients. Acceptance of private pay and third party reimbursements are options that MVSC offers clients; the County does not.

If the program was assumed by Mae Volen, the clients would have to adjust to new staff. This would involve adjustment not only for the client, but also the caregivers. Learning to understand and meet the individual needs of clients and caregivers can be a time-consuming process.

## 3. Cost Considerations/Administrative Responsibilities

The cost of staffing, including salaries and fringe benefits, would be the responsibility of MVSC, as would any direct programs costs. Although the County would be relieved of the day-to-day managerial responsibility of the adult day care, administrative costs and responsibilities would remain with DOSS for grant related case management, client assessment and billing, and monitoring MVSC as a vendor. According to the AAA Lead Agency grant contract, neither billing nor client assessment responsibilities can be assigned to a vendor. MVSC would assume responsibility for all non-grant case management, billing and client assessments.

The costs and managerial responsibilities for transportation, meals, building maintenance and utilities would remain the responsibility of the County (grant and ad valorem funding). Ad valorem funding would also be required for the OAA and CCE grant match, estimated to be \$33,928 in FY'11. If DOSS continues to operate the programs, the cost is expected to be the aforementioned grant match requirement, plus \$12,188 (see Table 1).

Table 1

DOSS Projected Adult Day Care (ADC) Budget FY 2011  
Based on the Senior Tracking and Referral System

LINE ITEM REVENUES & EXPENSES	ADC TOTAL	Mid-County	North County
<b>Revenues</b>			
CCE Adult Day Care Grant	\$8,087	\$8,087	\$0
OAA 3B Adult Day Care Grant	172,892	142,689	30,203
OAA 3E Group 1 Adult Day Care Grant	158,301	107,096	51,205
10% Required Match for CCE and OAA Grants	33,928	25,787	8,141
Additional Funding from General Fund	12,188	(40,380)	52,568
Adult Care Food Program Meals Grant	25,313	17,086	8,227
<b>Total Revenue</b>	<b>\$410,709</b>	<b>\$260,365</b>	<b>\$150,344</b>
<b>Expenses</b>			
<b>Personnel Expenses</b>			
ADC Staff (Licensed Practical Nurses, Senior Service Aides)			
Administrative & Fiscal Staff	6.5 FTE's		
<b>Personnel Expenses</b>	<b>\$316,951</b>	<b>\$206,281</b>	<b>\$110,670</b>
<b>Operating Expenses</b>			
General Operations	16,245	10,104	6,141
Meals (Adult Care Food Program)	39,027	26,343	12,684
Contract Agency (Temporary Personnel)	38,486	17,637	20,849
<b>Operating Expenses</b>	<b>\$93,758</b>	<b>\$54,084</b>	<b>\$39,674</b>
<b>Total Annual Expenses</b>	<b>\$410,709</b>	<b>\$260,365</b>	<b>\$150,344</b>
<b>Net Ad Valorem</b>	<b>\$46,116</b>	<b>(\$14,593)</b>	<b>\$60,709</b>

If DOSS continues to manage the Mid-County and North County adult day care programs, the estimated total ad valorem costs would be \$46,116, excluding building maintenance and utility costs (approximately \$150,000 in FY'09). This includes the 10% required grant match of \$33,928 (similar to FY'10), and additional funding of \$12,188.

If the Mae Volen proposal is implemented, the 10% grant match of \$33,928 would continue to be the responsibility of the County, as would the building maintenance and utility costs. Certain other administrative costs would be incurred by the County; however, those costs would be largely offset by grant revenue. It is anticipated that no additional County funding would be required.

Therefore, it is projected that any cost savings, realized by entering into an adult day care management agreement with Mae Volen, would be negligible (\$12,188).

**4. Programming Considerations**

DOSS is currently licensed for a capacity of 60 individuals at Mid-County adult day care and 15 at North County adult day care. The capacity for these programs would remain the same. However, the census constantly changes.

Mae Volen provides services for persons with all levels of cognitive functioning (mild to severe dementia). DOSS serves participants who have mild to moderate dementia. Both agencies accommodate individuals 18 years and older with a disability or dementia diagnosis.

MVSC hours of operation would be 7:00 a.m. - 6:00 p.m.; DOSS hours of operation are 7:30 a.m. - 5:00 p.m. DOSS accommodates all clients and caregivers as needed. Table 2 illustrates various differences in DOSS vs. MVSC operated adult day cares at Mid-County and North County Senior Centers.

**Table 2**

	<b>DOSS (FY'11 projected)</b>	<b>MVSC (Proposed)</b>
Staffing	Six County staff or as required by census for licensing	MVSC staff as required by census for licensing
Ad valorem cost	\$33,928 required match/ \$12,188 overmatch	\$33,928 required match
Cost savings to County	N/A	\$12,188
Pay mix	Grant and County subsidized	Grant subsidized/private pay/scholarships/third party reimbursement
Building maintenance, utilities	County funded	County funded
Meals	County operated congregate meal site	County operated congregate meal site
Transportation	Grant funded/ Palm Tran provided	Grant funded/ Palm Tran provided
Age of clients	60 and older or 18 and older with disability or dementia diagnosis	60 and older or 18 and older with disability or dementia diagnosis
Hours of operation	7:30 a.m. – 5:00 p.m. as needed by caregiver	7:00 a.m. – 6:00 p.m.
Level of care (dementia)	Mild to moderate	Mild to severe
Administrative oversight	County performs all administrative functions	County performs grant related billing, client assessment and vendor monitoring /MVSC performs all other administrative functions

DOSS = Division of Senior Services  
MVSC = Mae Volen Senior Center



## 5. Staff Impact

Currently there are six (6) full time staff working in the County's adult day care programs. If the Mae Volen proposal is implemented they would likely be laid off from County employment, resulting in a loss of pay and separation from the Florida Retirement System. Mae Volen has stated they would consider County staff for employment; there is no guarantee that they would be hired.

## 6. Findings

Implementation of the MVSC proposal would result in the following:

- There would be a potential cost savings to the County of \$12,188.
- Individuals with severe dementia may be served in the facilities, providing for an advanced continuum of care.
- DOSS administrative and fiscal responsibilities would continue for transportation and meals for all clients, as well as case management, client assessment and billing for grant clients.
- The AAA Lead Agency from the north (DOSS) would be evaluating, as a monitor, the AAA Lead Agency from the south (MVSC). This would be challenging for the relationship between two "sister" agencies, who must work together to effectively provide services for seniors in Palm Beach County.
- Six staff from DOSS would be laid-off with no guarantee of employment by MVSC.
- DOSS staff morale would suffer; they consider the adult day cares to be an integral part of their continuum of service in the community and do not wish to fragment their services. DOSS does not support this proposal.
- Loss of flexibility for use of space; large rooms are often used for evening and weekend meetings by DOSS staff and office space is utilized by DOSS staff (not related to adult day care operations) who were formerly housed at the Datura office.
- DOSS programs and staff are highly respected by other social service agencies in the County, as well as clients and their families. The most recent (January 2010) AAA annual quality assurance review (see Attachment B) cited no corrective actions, and, in fact, commended the staff on all areas of their operations, including their relationship with other agencies and vendors. Client surveys show a high level of consumer satisfaction. DOSS staff was described as having "exceptional commitment" and as "phenomenal". AAA feels that DOSS staff always goes "above and beyond". Additionally, there were no deficiencies cited at either DOSS adult day care site in the most recent (October 2009 and February 2010) reviews by the Agency for Health Care Administration (adult day care licensing agency).
- The staff:client ratio, under either agency, would meet the requirements of licensing; both agencies also have strong volunteer programs to supplement staffing. Hours of operation are comparable under either scenario.

## 7. Conclusion

There is minimal cost benefit and no appreciable relief of administrative and management responsibilities that would result by implementing the MVSC proposal. Program quality is not an issue, as illustrated by licensing and quality assurance reviews. The fact that MVSC would provide adult day care services for persons with severe dementia would be a program enhancement, as it would provide a complete continuum of care at the senior centers. Currently DOSS, in reference to the continuum of care, provides the capability for dementia-specific services through a referral process.

# Alzheimer's Community Care, Inc. Proposal

## 1. Proposal Summary

The proposal (see Attachment C) submitted by Alzheimer's Community Care, Inc. (ACC) would involve entering into a partnership with DOSS wherein ACC would operate a co-located dementia-specific unit at the Mid-County Senior Center, utilizing 1080 square feet of available space.

ACC states that their proposal would result in the following: ease of transition for clients from adult day care to a dementia-specific unit; facilitation of the electronic monitoring program; access to a Registered Nurse through the Family Nurse Consultant Program; and funding support by sharing costs of building maintenance and utilities. ACC would also establish a dementia-specific support group, and provide training and educational programs.

This program would operate side-by-side with the existing adult day care program at the Mid-County Senior Center; the current adult day care would remain intact.

## 2. Client Impact

If the ACC proposal were implemented, there would be no fiscal impact on current clients, nor would there be any need to adjust to new staff. Acceptance of private pay is offered to clients by ACC; the County does not currently provide that option.

## 3. Cost Considerations

ACC would assume all personnel and program costs and assist with the utility and building maintenance costs. They are willing to consider a reimbursement of \$1000 per month to help defray expenses. This amount is based on the overall utility and building maintenance costs per square footage.

The ability to share staff, when feasible, could also decrease the cost of temporary contractual staff. ACC would provide for their own transportation and meals.

## 4. Programming Considerations

The proposal by ACC has the potential to offer an enhanced continuum of service to participants. In theory, one could proceed from the general senior center programs to the adult day care, then to the dementia-specific unit, all the while remaining in familiar surroundings.

Programs would also be enhanced by the addition of a dementia-specific support group, Alzheimer's related educational programs, and the implementation of the electronic monitoring program for DOSS clients. Access to the Family Nurse Consultant Program would provide a benefit to clients and their families. ACC specializes in providing services for those who have moderate to severe dementia, regardless of cause. Their sites are open from 7:30 a.m. - 5:30 p.m.

The allocation of 1080 square feet of space to ACC would allow for the accommodation of up to 24 individuals. This number, in addition to the average census at Mid-County adult day care, would bring the facility to capacity.

This proposal does not include the North County site; however, the current census and capacity of that site is 15. Table 3 illustrates various differences in ACC and DOSS operated adult day cares at Mid-County Senior Center.

**Table 3**

	<b>DOSS (projected FY'11)</b>	<b>ACC (proposed)</b>
Staffing	Six County staff or as required for licensing	ACC staff as required for licensing
Ad valorem cost	\$33,928 required match	N/A
Cost savings to County	N/A	Pay \$12,000 rent plus potential to share staff
Pay mix	Grant subsidized	Grant subsidized/private pay/scholarships
Building maintenance, utilities	County funded	See rent above
Meals	County operated congregate meal site	ACC is responsible
Transportation	DOSS is responsible	ACC is responsible
Age of clients (eligibility)	60 and older or 18 and older with disability or dementia diagnosis	60 and older
Level of care (dementia)	Mild to moderate	Moderate to severe
Hours of operation	7:30 a.m. – 5:00 p.m. as needed by caregiver	7:30 a.m. – 5:30 p.m.
Administrative Oversight	County performs all functions	ACC would continue current functions for clients*

\*as ACC is an existing vendor with the County, the County would continue performing client assessments, billing and vendor monitoring to the extent they do now

DOSS = Division of Senior Services  
 ACC = Alzheimer's Community Care, Inc.

**5. Staff Impact**

The staff of the adult day care would remain the same; their employment would not be impacted.

## 6. Findings

Implementation of the ACC proposal would result in the following:

- ACC contribution of \$12,000 annually to help defray utility and building maintenance costs.
- Establishment of an ACC dementia-specific unit at Mid-County adult day care by providing 1080 square feet of available space for individuals with moderate to severe dementia; this would provide for an advanced continuum of care at the facility and serve as a “best practice” for public/non-profit partnership.
- A continuation of the collaborative efforts between ACC and Palm Beach County, examples include:
  - reciprocal referrals between DOSS and ACC;
  - annual contributions of \$24,000 to the County from ACC for the maintenance and use of STARS (Senior Tracking and Referral System) and \$60,000 to Palm Tran for transportation;
  - ACC agreement, at DOSS’ request, to apply to participate in the federally funded Adult Care Food Program, which resulted in releasing \$61,000 OAA dollars for the expansion of the DOSS’ meals programs;
  - assistance to the County at special needs shelters in the event of disasters.
- Electronic monitoring service will be facilitated for DOSS clients.
- Registered Nurse will become available from the Family Nurse Consultant Program for DOSS clients and families.
- Dementia-specific caregiver support group would be established.
- Levels I and II certified Assisted Living training will be available free of charge to all DOSS staff.
- This proposal only addresses Mid-County. While some of the benefits, such as staff training would extend to North County, the ability to accept clients with severe dementia would not be extended to the North County program. It should be noted that client capacity at North County is minimal (15).

## 7. Conclusion

It would be advantageous to enter into a partnership with Alzheimer’s Community Care, Inc. to provide a dementia-specific unit at Mid-County adult day care. There would be a positive fiscal impact to the County due to ACC’s assistance with routine facility costs. The benefits to, and impact on, clients, caregivers, and staff would be positive and DOSS would reach their goal of providing an advanced continuum of care through a unique partnership.

### **Area Agency on Aging (AAA) /Contract Requirements**

Entering into an agreement with either Mae Volen or Alzheimer’s Community Care would not present any contract issues with AAA. Contract requirements related to Lead Agency responsibilities such as case management and billing would remain intact and would not preclude either proposed arrangement.

Neither AAA nor the Department of Elder Affairs (DOEA) would be required to approve either arrangement. In the case of the Mae Volen proposal, MVSC would essentially act as vendor providing adult day care services at an hourly rate. A competitive process for contract award is not required by AAA or DOEA.

All DOSS, MVSC, and ACC adult day cares are licensed by the Agency for Health Care Administration; all licenses are active. AAA conducts quality assurance monitoring annually for all grant funded adult day care operations; sites are also visited on a quarterly basis.

## Discussion

- AAA maintains a wait list. This is a list of consumers awaiting services from areas served by AAA. Consumers are assigned a priority score that is based on their risk of being placed in a nursing home. The length a person is on the wait list depends on their priority score, funding, or any change in their condition over time. Scores range from 1 to 5 with 5 being the most at-risk of nursing home placement. A consumer with a score of 1 or 2 could be on the wait list for several years. As of April '10, there were 1,374 clients on the north county list and 1,048 on the south county wait list. Consumers are selected from the wait list to receive services based on the risk score, regardless of the service they need.

Grant funding is used by the AAA Lead Agency for the services needed by the consumers on the wait list; the same amount of funding currently used for clients at Mid-County and North County adult day cares may not be the amount available in the future for new clients. The necessary shifting of funds by the AAA Lead Agency, based on need, may result in more, or less, funds being available for adult day care services in the future.

- The County currently does not accept private pay for adult day care services. If an internal private pay proposal were approved, DOSS would be able to accept people on the wait list for day care before their name moves to the top of the list. Eligibility for day care funding is not based on income; therefore, there are individuals and/or caregivers who are willing, and able, to pay for adult day care. This would be helpful in the case of a caregiver who could retain their job because their loved one is being cared for during the day. It may also provide caregivers the opportunity to obtain respite care for a few days a week. There are counties in Florida that provide a private pay option. Two such counties are Miami-Dade who accepts private pay at a sliding scale (\$10-\$25 per day), and Polk County who accepts private pay at a standard rate of \$45 per day, but is considering instituting a sliding scale.
- Implementing a private pay option could defray County expenses. For example, if ten clients paid \$55 per day, the result would be additional annual revenues of \$90,284 in the adult day care programs (Attachment D).

## Summary

Two proposals have been submitted to the County for consideration related to the operation of the County's Adult Day Care Centers.

The first, a proposal from Mae Volen Senior Center, Inc., is to assume management of the County's two adult day care centers, North County and Mid-County. Their rationale includes the following: 1) cost savings to the County, 2) relief to the County of the managerial and administrative responsibilities, and 3) improved and enhanced programming at each site.

Under the MVSC proposal, minimal (\$12,188) cost savings are projected for the County and there is little, if any, relief from administrative and managerial responsibilities. However, programs would be enhanced by the acceptance of individuals with severe dementia, providing for an enhanced continuum of care at both adult day care locations.

Alzheimer's Community Care, Inc. (ACC) has proposed entering into a partnership with DOSS. This would involve sharing space with the existing Mid-County adult day care program in order to provide a dementia-specific unit. With the square footage currently available and the history of collaboration between ACC and DOSS, such a partnership could benefit all parties and showcase as a "best practice" between County government and a non-profit organization.

Implementing this proposal would result in providing the following benefits: 1) establish a dementia-specific unit on the grounds; 2) provide ease of transition for clients from adult day care to a dementia-specific unit; 3) facilitate the electronic monitoring program for DOSS clients; 4) provide access to a Registered Nurse through the Family Nurse Consultant Program; 5) provide funding support in the amount of \$12,000 annually by sharing the costs of utilities and building maintenance; 6) establish a dementia-specific support group; and 7) provide opportunities for staff training and educational programs. It would not, however, result in a dementia-specific unit at the North County adult day care site.

The Division of Senior Services staff are anxious to retain the management of the adult day care centers and enter into a partnership with ACC. DOSS feels the centers are an integral and essential part of their service delivery system and offer a continuum of care in the community. By entering into a partnership with Alzheimer's Community Care, Inc., this continuum can be further enhanced by serving persons with moderate to severe dementia at Mid-County; no County employees would be laid-off; and numerous program enhancements would result.

### **Recommendations**

Based on the information gathered and considering the advantages and disadvantages of both proposals, the following actions are recommended for consideration:

1. authorize staff to develop an agreement with Alzheimer's Community Care, Inc. to enter into a partnership as described in their proposal; and
2. authorize staff to submit a proposal for a private pay option for their adult day care programs to BCC for consideration.

May 17, 2010

# Attachment A



**Mae Volen**  
**Senior Center, Inc.**  
*The Lifeline for Seniors*

1515 West Palmetto Park Road  
Boca Raton, Florida 33488  
Boca Raton Area (561) 395-892  
West Palm Beach Area (561) 736-382  
Fax (561) 338-912

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United Way of Palm Beach County

February 6, 2008

Mr. Jon Van Arnam, Assistant County Administrator  
Palm Beach County  
301 N. Olive, 11<sup>th</sup> Floor  
West Palm Beach, FL 33401

Dear Mr. Van Arnam,

The Mae Volen Senior Center (hereinafter referred to as "MVSC") is interested in contracting with Palm Beach County (hereinafter referred to as "County") to manage the County's two Adult Day Health Care units. At a time when the County is faced with potential drastic budget cuts, an arrangement such as this could result in a significant savings for the County.

Moreover, this arrangement would allow the County to continue to provide this much-needed service to the community without the headaches of managing the day-to-day operations, ensuring its profitability, and supporting the staffing and programming expenses.

### MVSC proposes the following:

- To provide all necessary staffing to meet the Agency for Health Care Administration (AHCA) Adult Day Care licensure requirements, and accept complete responsibility for all salaries and benefits associated with these positions. MVSC would also provide the necessary professional liability insurance for the staff at each site.
- To utilize the County's current North County and new Mid-County adult day care facilities to provide adult day care, with the County providing the building space, routine cleaning and maintenance and basic facilities up-keep.
- To complete all of the intakes, assessments and daily programming at each site and ensure compliance with all local, state and federal requirements.
- To complete all of the billing, collections and accounting functions for the adult day care services provided. Billing will be made to appropriate grants, funding sources insurance policies, and individual responsible parties; with MVSC accepting payment from these sources in lieu of or in addition to any funding for adult day care the County might provide.
- To be responsible for program expenses associated with direct service to participants in the adult day care facilities.
- To provide exceptional care in a safe, supervised and nurturing environment, where participants are treated with dignity and respect.

### Benefits to the County:

- Elimination of all salary and benefit expenses specific to the adult day care program of the Division of Senior Services (DOSS).
- Elimination of County Human Resources staff time and expense for the recruitment, hiring, maintenance and termination of staff associated with this program.

- Elimination of County Accounting staff time and expense for the accounting, billing and collection for services rendered to third-party payers associated with this program.
- Relieve current DOSS supervisory staff of day-to-day oversight and management responsibilities for the program, allowing them additional time for dealing with other important County business.
- The potential to provide additional match dollars and/or subsidized dollars for adult day care services for the indigent due to the savings on staffing and benefits.
- Expansion of an existing partnership with MVSC, a provider with over 20 years of experience providing adult day care services and a trusted reputation for excellence in the community.

Due to the fact that we could not obtain any budget information such as proposed or existing staffing, budgeted expenses and revenues, or a status on the hiring of new or additional staff for the new Mid-County senior center adult day care, it is almost impossible for MVSC to set a dollar figure to the potential savings an arrangement such as this could offer. However, based on our best estimates of staffing and benefits alone, it appears that the County could save close to \$450,000 annually. MVSC would suggest that the County consider continuing some level of match dollars and/or subsidized day care services for the indigent at these locations.

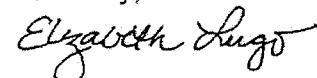
Furthermore, it is MVSC's impression that the County is currently under a hiring freeze, which we can only assume may be hindering the hiring of any new personnel to staff the new Mid-County adult day care. Based on this assumption, the timing of an arrangement such as this between MVSC and the County would allow the County to move forward with its plans to open and expand the Mid-County adult day care in spite of such delays. In addition, there would be no need to incur the cost of recruitment and training new hires.

Mae Volen Senior Center currently runs two adult day cares, one in Boca Raton licensed for 102 participants each day and one in Delray Beach licensed for 45 participants each day. We manage our Delray facility, which is dementia-specific, under an arrangement with the City of Delray Beach that is similar to the arrangement proposed here. I would be happy to put you in touch with individuals at the City of Delray Beach, such as elected officials and/or City staff, who can speak to our abilities and their satisfaction with the City of Delray/MVSC arrangement.

If you are interested in discussing this, please feel free to contact me directly at 561.395.8920 ext. 1208. With our experience providing adult day care services and our current arrangement with the City of Delray Beach, we are confident we can provide adult day care services that meet or exceed the quality of the current services being provided. We also could implement an arrangement such as this fairly quickly and efficiently, with little or no disruption to the participants.

Thank you in advance for your time and consideration and I look forward to hearing from you soon.

Sincerely,



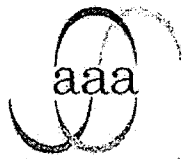
Elizabeth L. Lugo  
President/CEO



# Attachment B

Annual Programmatic Quality Assurance Review  
Executive Summary

Palm Beach County  
Division of Senior Services



Area Agency on Aging  
Palm Beach/Treasure Coast, Inc.  
Your Aging Resource Center

## Annual Programmatic Quality Assurance Review Palm Beach County Division of Senior Services Executive Summary

### Introduction

Each year, the Area Agency on Aging Palm Beach / Treasure Coast conducts reviews of service provision and program administration of its provider partners. The purpose of this process is to confirm that providers are delivering the highest quality services while assuring that program administration complies in every respect with Florida statutes, contractual agreements with the Agency, and provisions contained in the Department of Elder Affairs' Program and Services Handbook.

To accomplish this objective, Agency Quality Improvement Managers examine key performance standards as they relate to service delivery and case file documentation. Agency Fiscal Staff examine key financial standards as they relate to the fiscal health and responsibility of the provider partners. Achievements are recognized. Likewise, instances of deficiencies are noted and recommendations for improvements are provided. Where errors and omissions rise to a level that warrant immediate correction, providers will be required to submit and implement a corrective action plan to remedy the shortcoming.

Agency management holds the view that all of its provider partners are committed to delivering the highest quality services to elders and their caregivers in our many communities. Because this ideal constantly prompts all providers in the network to search for opportunities to move from good work to great work, and from great work to best work, management is confident that recommendations for improvements will be seen by its partners as opportunities to deliver quality service guided by quality management.

This review covers the project funding period of:

- Older Americans Act: January 1, 2008 – December 31, 2008
- Alzheimer's Disease Initiative / Community Care for the Elderly / Home Care for the Elderly: July 1, 2008 – June 30, 2009

The onsite review was held M, by Lead Quality Improvement Manager, Michelle E. Bissett and Quality Improvement Manager, Hylan Bryan. The fiscal onsite review was held on May 7, 2009 by Sonja Honkala, Fiscal Grant Manager. Before reviewing the program material, Michelle and Hylan met with the following DoSS staff members to review operations.

- Sharon Richardson, Operations Supervisor
- Maggie Longoria, Quality Assurance Coordinator
- Tammy Lampi, Case Management Supervisor

Sonja met with the following DOSS staff members to review fiscal details:

- Tony Moore, Fiscal Analyst

## Methodology

The programmatic review was conducted using an assessment instrument containing 39 standards organized into eight focal areas, all derived from the provider's executed contract(s) with the Agency. The focal areas include quality assurance, consumer satisfaction, CIRTS data accuracy, targeting and outreach, outcome measures, nutrition services, adult day care, use of non-DoEA funds, and follow-up to prior year recommendations or corrective actions.

The fiscal review was conducted using an assessment instrument containing 25 standards organized into seven focal areas. The focal areas include audit findings and recommendations, subcontractor information, required DoEA documentation and procedures, CIRTS data accuracy, co-pay documentation, wage and budget line item verification and follow-up to prior year recommendations or corrective actions.

Quality Improvement Managers reviewed selected case files, vendor monitoring reports, surplus deficit reports, policies and procedures, consumer satisfaction documentation, CIRTS reports, outreach and outcome measure reports, nutrition and adult day care records, and reports documenting activity following up on prior year recommendations.

The Fiscal Grant Manager reviewed invoices and documentation for selected months, subcontractor agreements, provider partner policies and procedures, compared personnel yearly wages against the personnel cost flow worksheet and compared budget line items and followed up on prior year recommendations.

By its nature, this review is based on a sampling of provider records and practices. Therefore, observations do not purport to characterize the condition of all provider records and activities. However, repeated shortcomings in the sampling may indicate a need for improved quality management controls over certain elements of provider operations.

Agency management makes a distinction between recommended improvements and required corrections or improvements. Recommended improvements will be made when reviewers observe errors, omissions, or inefficiencies that do not affect service delivery but may require process improvements to assure that internal controls over compliance matters are at their optimum. On the other hand, required corrections or improvements will be noted whenever errors, omissions, or inefficiencies result in service gaps, services being rendered to ineligible consumers, or infractions that are contrary to provisions contained in the Department of Elder Affairs' Programs and Services Handbook governing the management of state-funded contracts.

The following sections report on the results of this year's review:

### **Achievements**

1. The Case Managers' narratives are complete and descriptive of the progress made by the client and the effect of services for same. Files indicated urgency in providing services in a timely manner. It was noted that case managers were creative about meeting the needs of clients and in some cases provided solutions outside of the traditional services offered.
2. The sub-contractor review indicated complete and accurate monitoring of DOSS vendors. Staff provided additional information when questions were asked by Quality Improvement Managers during the review. All information obtained, cleared up all questions asked and indicated a strong working relationship with sub-contractors exists.
3. The Client Satisfaction Surveys reviewed were consistently positive in all areas of services. Any questions or concerns were staffed by management and referred to case managers for clarification and/or correction. The surveys clearly indicated that the services provided by DOSS meet the needs of the clients and in some cases exceed the expectation of clients.
4. The APS review indicated that DOSS enjoys a good working relationship with DCF and as a result there have been no problems with communication or meeting the 72 hour mandatory time frame. The procedure was improved over last year, and all requirements were achieved.
5. Outreach efforts are focused on target population and decisions on expanding services are well thought out by staff and implemented responsibly, as shown by the planned expansion of nutrition services to Indiantown. It was noted that DOSS is always seeking new funding sources to sustain and expand services.
6. Nutrition services were well organized and the clients enjoyed the socialization as much or more than the food. The food was appetizing and delicious. The MOW program was well run, insuring that the food delivered complied with temperature requirements, was presented as appetizing, and several knowledgeable volunteers working quickly and skillfully insured that the food was served with a smile.
7. The Emergency Home Energy Assistance Program (EHEAP) was reviewed and found to be administered correctly and expediently. All required regulations were followed and necessary documentation attached.

### **Recommended Improvements**

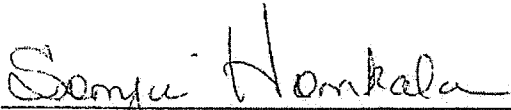
There are no recommended improvements needed as a result of this review.

### **Required Corrections or Improvements**

There no required corrections or improvements needed as a result of this review.

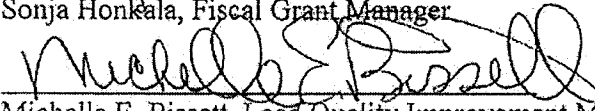
### Conclusion

The monitors observed the exceptional commitment DoSS provides serving their clients as shown by their expanding nutrition services, adult day care programs, case management, and transportation. The staff continues to pursue excellence by attending conferences and implementing new methods for providing services. The staff also is generous in offering proprietary materials for duplication to other agencies and is always willing to help other agencies and AAA in providing creative ways to utilize DoEA funds to best serve clients.



Sonja Honkala, Fiscal Grant Manager

1/15/2010  
Date



Michelle E. Bissett, Lead Quality Improvement Manager

1/15/2010  
Date



### Headquarters Office

800 Northpoint Parkway  
Suite 101-B  
West Palm Beach  
Florida 33407  
Tel: (561) 683-2700  
Fax: (561) 683-7600  
www.alzcare.org

*Alzheimer's 24-Hour  
Crisis Line*  
1-800-394-1771

### Service Sites

Boca Raton  
Boynton Beach (2)  
Delray Beach  
Fort Pierce  
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Pahokee  
Palm Beach Gardens  
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Riviera Beach  
Stuart (2)  
West Palm Beach

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Mary M. Barnes



A United Way Member Agency

August 25, 2009

Jon Van Arnam  
Assistant County Administrator  
301 North Olive Avenue, Suite 1201  
West Palm Beach, FL 33401

Dear Jon,

With all the budget cuts that are happening we understand how important it is that this organization step up to the plate in working with our government, donors and consumers to ensure that our services and resources are effective, efficient, affordable and accessible during these difficult financial and turbulent times. We ourselves have had to dip into our reserves along with making deep cuts in our own organization to avoid the cutting of services and resources in the community. Our Board of Directors and staff are committed to maintaining this pledge.

Of the pledges Alzheimer's Community Care has made is Specialized Day Care, an effective service that keeps families together in the community, increases the longevity of our caregivers, and diminishes the needs for hospitalization for patients as well as keeping both safe and secure throughout the duration of the disease process. This disease lasts for approximately 8 to 10 years but once it is diagnosed a patient can live with it from 2 to 20 years. Specialized Day Services has a specialized dementia specific trained staff as well as licensed nurses who are knowledgeable in Alzheimer's disease and the related disorders.

I would like to propose that we share space at the Lake Worth Senior Center for providing dementia specific day services at that site. We know there is a great need in Lake Worth and would be willing to work out an arrangement with DOSS for making sure that this partnership would have no financial burden on the county's resources as well as making the Center more viable as a "one stop center" for both caregivers and patients. We have already shared a Senior Center program at mid-county and even though space was tight it worked out very well for all and especially our patients and caregivers. This happened following Hurricane Jeanne when our Palm Beach Gardens service site had a considerable amount of damage to the facility and it took several months to be repaired.

I hope we can speak more on this subject with you. We have spoken to Faith Martin, Director of DOSS and she seems very open to this partnership. Please call me at 683-2700 to explore my request in greater depth.

Again, the staff at DOSS is terrific and together we can make even a great impact on the lives of our families' even though financial resources are strained. However with this partnership we will be more effective and efficient. I do believe that to be true.

Sincerely,

Mary M. Barnes  
President and CEO

# ALZHEIMER'S COMMUNITY CARE, INC.

## Agency Background

### Mission

The mission of Alzheimer's Community Care is to promote and provide specialized quality compassionate care to Alzheimer's disease and related disorders patients and caregivers within a community-based environment.

### Vision

In our vision, we pledge ourselves to:

- Be the ultimate resource that specializes in dementia-specific care throughout the disease process and provides a safe haven for both caregivers and patients;
- Be change-agents so that human dignity becomes a fundamental aspect of all dementia-specific treatment;
- Maintain a leadership role in providing Alzheimer's disease and related disorders services and resources.

### Strategic Principle

We place a safety net around patients and caregivers every day.

### History

In early 1996, responding to a growing community need, Mr. Donald Baxter gathered a group of donors, caregivers and community leaders to form an independent not-for-profit agency. The purpose was to provide local, community-based, dementia-specific services exclusively dedicated to the needs of patients and caregivers suffering with Alzheimer's disease and related dementia disorders. The agency would not be affiliated with any national organization and all funds raised would be utilized locally. When the agency began operations there were eight individuals on the board, several of whom were caring for a loved one with dementia and personally knew the depth of the need. The IRS 501(c)(3) letter of designation was obtained in October of 1996.

In July of 1997, Mary Barnes was hired as the founding Executive Director, and the headquarters building in West Palm Beach was completed through the generosity of the C. Kenneth and Laura Baxter Foundation. The agency began with two Family Nurse Consultants and three Specialized Alzheimer's Day Care Centers in Palm Beach County. There are now seven Family Nurse Consultants and eleven Specialized Alzheimer's Day Care Centers serving Palm Beach, Martin and St. Lucie counties. Alzheimer's Community Care is the only agency in the region dedicated solely to working with Alzheimer's disease and related dementia disorders in the community, providing direct services, professional and community education and advocacy.

Throughout the agency's thirteen year history the goals of Alzheimer's Community Care have been, and continue to be, to help patients and caregivers maintain quality of life after a diagnosis of Alzheimer's, and to provide specialized services and resources to help

caregivers care for their loved ones at home, keeping families together and avoiding or delaying nursing home placement. Alzheimer's Community Care advocates on a local, statewide and national level for dementia-specific standards of care within the larger health care system. We believe strongly in community collaborations when developing new service sites. Many of our Specialized Alzheimer's Day Care Centers are located on the property of churches that share our mission of service. Much of the rent is waived as an in-kind donation, allowing more funds to be dedicated to direct care and services.

### **Dementia-Specific Care**

Alzheimer's disease is a progressive and fatal neurological disorder. It causes catastrophic brain damage that results in impaired memory, thinking and judgment. As the disease progresses, the individual becomes disoriented and has trouble expressing thoughts and feelings. Communication becomes increasingly difficult. The disease often results in depression, agitation and challenging behaviors. As the result of these symptoms the patient is very vulnerable and requires constant supervision and care. There are an estimated 50,000 individuals in Palm Beach County with Alzheimer's disease and an additional 30-40% with related dementia disorders.

The majority of patients, 70%, are cared for at home. There are more than 800,000 caregivers in the State of Florida providing care for a family member or friend with memory problems, Alzheimer's disease, or other dementias according to a report published by the Florida Office on Disability and Health. Family caregivers face continuous physical, emotional and financial challenges in caring for a loved one at home. If the caregiver becomes highly stressed and overwhelmed, they may need to place their loved one in a nursing home. It is for this reason that Alzheimer's Community Care views both the patient and the caregiver as primary recipients of care. Services and resources are designed to meet the special and unique needs of individuals and families whose lives have been so deeply affected by Alzheimer's disease.

Dementia-specific care focuses on an individual's remaining abilities and on ways to provide care that helps overcome losses. Alzheimer's Community Care is a dementia-specific agency, meaning that:

1. Our mission, vision and credo indicate our commitment to dementia-specific services;
2. Our governance legally incorporates dementia-specific principles in our by-laws and corporate policies;
3. Our financial and human resources dedicate all assets for dementia-specific care;
4. Our education and training follow dementia-specific standards of practice, including mandatory training for all employees and for all agencies receiving referrals from Alzheimer's Community Care;
5. Our core services apply dementia-specific standards to all direct care.

These services and resources implement therapeutic interventions which can delay progression of the disease, delay functional decline, improve quality of life, support dignity, control symptoms and provide comfort throughout all stages of the disease. Therapeutic interventions encompass a broad range of pharmacologic and non-pharmacologic interventions have been shown to be effective in care. Alzheimer's Community Care works closely with physicians who provide pharmacologic strategies and techniques designed to address the needs of both patients and caregivers. Effective non-pharmacologic interventions include cognitive stimulation, socialization, behavioral management techniques, caregiver education, sensory stimulation and music therapy.

### **Specialized Alzheimer's Day Care**

A foundation of therapeutic intervention is the recognition that Alzheimer's disease and related disorders are clinical conditions that require the on-going support and care of nursing professionals. Our Specialized Alzheimer's Day Care Center have licensed nurses. In addition, a Family Nurse Consultant, a registered nurse, is also available to provide on-going caregiver consultation, training and support. The Specialized Alzheimer's Day Care nurse manages each patient's medical condition by conducting regular health assessments, ensuring appropriate nutritional intake, monitoring vital signs, administering medications and communicating with each patient's physician. The nurse also helps to coordinate physical, occupational and speech therapy at the center as ordered by the physician. Many patients suffer from co-morbid illnesses such as diabetes, cancer or heart disease so medical monitoring is critical. In addition, patients are assisted with feeding, transfer to and from wheelchairs, ambulation, hygiene and toileting, as needed.

Each patient has a comprehensive assessment upon admission, and an individualized care plan is developed to address the patient's particular needs, including medication, socialization and activities of daily living. As the disease progresses, behavioral management interventions become necessary. Progressive brain damage and resulting cognitive decline often result in increased anxiety, behavioral disturbances and challenging behaviors. Our specially trained staff help to minimize patient agitation and restlessness before it escalates, recognizing this behavior as part of the disease, a sign of stress, lack of hydration, improper medication levels or a physical problem such as urinary tract infection. In a mixed population this behavior may be viewed as negative and disruptive. The patient is set up to fail. In the dementia-specific setting of Alzheimer's Community Care, the staff to patient ratio is one to five, ensuring that patients receive the individualized attention they need. Day care staff knows each patient individually, and can identify when a particular behavior is out of character. This can be immediately assessed and communicated to their physician.

Safety is a prime focus of Specialized Alzheimer's Day Care, as 60% of Alzheimer's patients are at risk for wandering. Safety interventions help to stabilize the health and well being of the patient. These may include safety alerts when a door is opened,



simplifying the eating process, utilizing appropriate techniques for communicating and providing personal care, and enrollment in an ID locator bracelet program.

Behavioral and safety interventions are enhanced through the use of therapeutic activity interventions. In Specialized Alzheimer's Day Care, therapeutic activities which provide cognitive and physical stimulation are organized by a full time Activities Coordinator and are the core of each day. Activities are designed to emphasize patients' strengths and abilities. These include time for current events, music therapy, creative activities, daily exercise, off-site outings, intergenerational programs and pet therapy. There are no televisions in the centers as these provide no stimulation for individuals with dementia. Patients are given quiet periods for rest and relaxation, but do not take long naps. Another benefit of attending Specialized Alzheimer's Day Care is that patients are tired when they return home and are better able to maintain a regular sleep schedule.

In addition to the benefits provided to patients, Specialized Alzheimer's Day Care can be a lifesaver for caregivers, many of whom work and have other family members to care for. The program provides respite from the 24 hours per day, 7 days per week strain of being a caregiver for a loved one with dementia. Caregivers know their loved one is cared for and cared about. Patients are treated with dignity, respect and compassion, and caregivers are given the emotional support and practical guidance so critical in their continuing to provide care at home.

#### **Proposed Collaboration with Palm Beach County Division of Senior Services for a Dementia Specific Adult Day Center co-located at Mid County Senior Center**

Alzheimer's Community Care recognizes the need for additional dementia specific adult day centers in Palm Beach County. As part of our community based model our goal is to locate our operations within existing facilities which has primarily been focused with faith based communities. We would like to propose a joint venture with the Palm Beach County Division of Senior Services (DOSS), and Alzheimer's Community Care (ACC). DOSS and ACC have a long standing history of collaboration and partnership in serving the residents of Palm Beach County. This proposal would join together both organizations in its dedication to serve patients affected with Alzheimer's disease or a related disorder. The Mid County Senior Center, located in Lake Worth currently operated an Adult Day Care Facility licensed for sixty and serves primarily the frail elder individual. The licensed space is not operating at full capacity with approximately 1,080 square feet available for operations by Alzheimer's Community Care. Since many frail elders also suffer from Alzheimer's disease or a related dementia disorder they are often referred to Alzheimer's Community Care Specialized Day Care Centers for services. We would like to propose this joint collaboration that will serve as a mutual benefit to all parties including DOSS and ACC, and patients and caregivers.

#### **Benefits with DOSS/ACC Collaboration:**

- Enhance existing programs;
- Access to a Registered Nurse through the ACC Family Nurse Consultant Program

- Ease of transition by the patient from a social to medical model day services program;
- Sharing of staff to mitigate agency and county costs;
- Increase the number of funding streams to increase patient enrollment and space usage;
- Increase the visibility of the County and ACC services;
- Improve knowledge of Alzheimer's disease and the related disorders for county staff;
- Caregivers will participate in Senior Center activities;
- Establish a dementia specific support group on the grounds of the Senior Center
- Jointly establish educational programs to fit the needs of caregivers;
- Showcase as a Best Practice between County government and a Non Profit Organization.
- Facilitation of the Electronic Monitoring Program for patients within the county's system.

Alzheimer's Community Care sees this mutual collaboration as a win win situation with all parties involved. We would very much like the opportunity to discuss the details and entertain any discussion on this proposed collaboration. Please feel free to contact me regarding this potential collaboration to benefit patients with Alzheimer's disease and their caregivers residing in Palm Beach County.

## Attachment D

### DOSS Projected Adult Day Care Budget FY2011 Based on the Senior Tracking and Referral System With Private Pay Option

LINE ITEM REVENUES & EXPENSES	ADC TOTAL	Mid-County	North County
<b>Revenues</b>			
10 Private Pay Clients (MC=7, NC=3) @ \$55 per Day	\$136,400	\$95,480	\$40,920
CCE Adult Day Care (10% Required Match)	\$8,087	\$8,087	\$0
OAA 3B Adult Day Care (10% Required Match)	\$172,892	\$142,689	\$30,203
OAA 3E Group 1 Adult Day Care (10% Required Match)	\$158,301	\$107,096	\$51,205
Transfer from General Fund 001 (10% Required Match)	\$33,928	\$25,787	\$8,141
Transfer from General Fund 001 (Over Match/Additional Match)	(\$124,212)	(\$135,860)	\$11,648
Adult Care Food Program Meals	<u>\$25,313</u>	<u>\$17,086</u>	<u>\$8,227</u>
<b>Total Revenue</b>	<b>\$410,709</b>	<b>\$260,365</b>	<b>\$150,344</b>
<b>Expenses</b>			
<b>Personnel Expenses</b>			
L P N (Licensed Practical Nurse)		(1) FTE	(1) FTE
Senior Service Aide		(3) FTE's	(1) FTE
Senior Service Operations Supervisor (Admin.)		35% of (1) FTE	15% of (1) FTE
Fiscal Staff		1.89% of (1) FTE	1.70% of (1) FTE
<b>Personnel Expenses</b>	<b>\$316,951</b>	<b>\$206,281</b>	<b>\$110,670</b>
<b>Operating Expenses</b>			
Travel & Mileage	\$862	\$578	\$284
Property & Casualty Insurance Premiums, (estimate)	\$6,964	\$4,666	\$2,298
Rent - Office Equipment	\$3,336	\$1,956	\$1,380
Printing & Supplies/Graphics, (estimate)	\$3,928	\$2,082	\$1,846
Office Supplies	\$1,010	\$677	\$333
Adult Care Food Program Meals	\$39,027	\$26,343	\$12,684
Purchased Water	\$145	\$145	\$0
Friends - LPN Back Up, S.C. #6 No CMA	\$38,486	\$17,637	\$20,849
<b>Operating Expenses</b>	<b>\$93,758</b>	<b>\$54,084</b>	<b>\$39,674</b>
<b>Total Annual Expenses</b>	<b>\$410,709</b>	<b>\$260,365</b>	<b>\$150,344</b>
<b>Net Ad Valorem</b>	<b>(\$90,284)</b>	<b>(\$110,073)</b>	<b>\$19,789</b>

## Attachment 2

### **Summary - Private Pay Option Palm Beach County Division of Senior Services Adult Day Care Programs**

Adult day care centers provide a structured, comprehensive program, in a protective setting to adults who need supervised care due to functional or cognitive impairment. In conjunction with an individual care plan, services offered generally include social and other therapeutic activities, meals and snacks, health services, and transportation. In 2007, the National Adult Day Services Association identified 4601 adult day operations in the United States. This is a 35% increase from 2002, illustrating the growing need for these services.

Palm Beach County has a senior population in excess of 365,000. The County has 18 licensed adult day care centers, with a combined total capacity of 1278; all but two (2) are non-profit. Nine (9) of these facilities are dementia-specific which serve persons with moderate to severe dementia, regardless of cause. Therefore, nine (9) facilities are available for persons with a diagnosis of mild to moderate dementia and/or functional impairment. All, with the exception of the County-operated adult day care programs, accept private pay and/or third party reimbursements.

Palm Beach County's Division of Senior Services (DOSS) operates two adult day care (ADC) programs, one each at Mid-County and North County Senior Centers. Individuals enrolled in the DOSS ADC's are funded by the Older Americans Act (OAA) and Florida's Community Care for the Elderly (CCE) Program. DOSS is the Area Agency on Aging of Palm Beach/Treasure Coast, Inc.'s (AAA) Lead Agency for the distribution of these funds in the northern and western portions of the County (Service Area A). Mae Volen Senior Center, Inc. is the AAA Lead Agency for the southern portion of the County. OAA and CCE funds are used not only for adult day care services, but also case management, congregate and in-home meals, numerous in-home services, and transportation.

At DOSS programs, there is no fee for the adult day care clients who are supplemented by OAA funding; however, there is a State required sliding scale co-pay for those receiving CCE funding (current range is \$1 - \$82 per month in DOSS programs). Clients become eligible for OAA and CCE funding as they progress up the waitlist maintained by AAA. There are currently 1030 names on the waitlist for the DOSS Service Area. Individuals are prioritized on this list based on their risk of nursing home placement. The services needed by the individuals on the waitlist vary and are often numerous. Income is not an eligibility factor with either grant program.

At this time, the only way a person can participate in a DOSS adult day care program is by awaiting their turn on the list. Regardless of whether or not they are willing and able to pay a fee, that option is not available to them. This practice has resulted in the inability to serve people even when there are open slots.

## Attachment 2

There is capacity at the Mid-County ADC for additional clients. Instituting a private pay option, with a sliding pay scale, would provide more people with an opportunity for service. It would also help to defray the cost of building maintenance and utilities (approximately \$150,000 annually).

Adult day care centers allow caregivers to continue working outside the home, assist with the physical care of a loved one, help avoid the guilt of placing a loved one in institutional care, and provide respite from what can be a "24/7" responsibility. Research conducted between 1998 and 2009 by Pennsylvania State University has concluded that adult day care programs are effective in reducing the stress on family caregivers. This, in turn, increases the possibility that the person cared for will remain in the home environment longer.

The client also benefits from adult day care programs. In addition to the social and other therapeutic activities, he or she is able to remain at home with family, and does not require 24 hour care from the primary caregiver.

In 2009, the national average daily fee for adult day care services was \$67 compared to an average rate of \$21 per hour (\$168 for an 8 hour day) for home health aides. The national average daily rate for a semi-private nursing home room was \$198 in 2009. These costs illustrate the rationale for using nursing home placement risk as the major factor in determining position on the waitlist. Regarding a private pay option for DOSS adult day care programs, there are Florida counties currently offering that option. Two such counties are Miami-Dade which accepts private pay at a sliding scale (\$10-\$25 per day), and Polk County whose private pay fee is a standard \$45 per day.

DOSS would like the opportunity to develop an adult day care policy that would result in the following:

- 1) providing a sliding scale private pay option for individuals on the AAA waitlist (or eligible others);
- 2) facilitating individuals' transfer to grant funding once their waitlist eligibility is realized (they progress to the top of the list);
- 3) serving more individuals;
- 4) providing relief of physical care and respite for caregivers;
- 5) allowing caregivers to continue or seek employment; and,
- 6) providing additional revenues to offset a portion of building maintenance and utility costs.

In summary, providing a private pay option would provide positive benefits for caregivers and their loved ones. Being on a waitlist for grant funding when caregivers and potential clients are able and willing to pay for adult day care services can be frustrating and unnecessary. Respite or employment for the caregiver can be all important in avoiding nursing home placement. The benefits to the client are numerous, and include: case management, supervised care, meals and snacks, socialization and other therapeutic activities, assistance with activities of daily living, etc. Additionally, the County would receive revenue to defray a portion of the costs associated with the adult day care program.

Staff supports consideration of this option with the intent that more of our senior citizens will be able to benefit from adult day care services in Palm Beach County.