

**CITY OF DAVIS**  
**2007-2008 COMMUNITY DEVELOPMENT BLOCK GRANT APPLICATION**

**Organization Name:** CITIZENS WHO CARE, INC. / In-Home Respite

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*(Be sure to list the best contact to get information to the organization as quickly as possible.)*

**Total Proposal Request:** \$ 10,000

(Check one)  On-going Support  New Project

**CDBG Eligible Category:** Public Service  
(See List A)

**National Objective Compliance/Low and Mod Benefit:** Limited Clientele  
(See List B)

**City Council Identified Critical Needs:** (See List C)

1) Programs to Support Independent Living and Prevent Institutionalization

2) \_\_\_\_\_

3) \_\_\_\_\_

PUBLIC SERVICE

NON-PUBLIC SERVICE

**Beneficiary Information:**

70 Total number of beneficiaries in program

35 Number of beneficiaries in program to be served with **CDBG** funds

75 Percentage of the **CDBG** beneficiaries with low/moderate income

\$ 285 Cost per **CDBG** beneficiary (CDBG Request/CDBG Beneficiaries)

## PROJECT NARRATIVE

### a. Need

In-Home Respite places a volunteer with a frail elder, in the elder's own home, for two hours each week without charging a fee. These two hours of respite provide time off for the elder's caregiver. This respite is often the difference between a frail elder remaining independent or being placed in a convalescent hospital prematurely.

People are living longer. By 2010, nearly 40% of California's population will be over 65 years old. As we live longer, our needs change. It is widely understood that older people live a longer and higher-quality life in their own home environment. At some point, in our later years, in order to remain in our own home, most of us will need a caregiver—at first a family member or close friend, later a paid person. The demands of caregiving can be very great. Most caregivers (55%) experience mental depression and are much more likely to experience physical injuries (source: Family Caregiver Alliance, 2002).

CWC clients come in pairs. The frail elder and the caregiver are both in need. CWC often uses the phrase "client families". The support from CWC relieves and strengthens caregivers and their families. It reduces the emotional and physical demands of caregiving. It enables families to help their loved frail elder remain longer in his or her own home. Transfer to a long-term care facility often has a depressing impact, and every resource that supports independence is important. **CWC's In-Home Respite Program supports independent living and prevents premature institutionalization.**

The In-Home Respite Program (IHR) budget cost per family is under \$70 per month. Families forced to pay for private respite services encounter fees of \$20 to \$25 per hour with a four-hour minimum. This equates to \$100 for only one *day* of respite care. **On a monthly basis the private equivalent of CWC's program would cost \$200 per month.** Once a week visits would cost twice that.

CWC's clients are principally low to moderate-income. Convalescent hospital care in Yolo County averages \$6,000 per month. These families need help to avoid having to prematurely transfer their loved elder to a convalescent facility. This looming financial burden alone substantiates the need for the IHR program. Additional met needs include the emotional and physical health needs of clients and caregivers, and the community's need to reduce unnecessary strain on the long-term care system.

### b. Benefit

Volunteer-driven home-based respite care offers the frail elderly and their families the support needed to maintain quality of life and avoid premature institutionalization. CWC's volunteer/client matching system (see Scope of Services) provides regular, familiar social contact. The combination of caregiver respite and visitation improves the quality of life of the senior client and the client family. Volunteers and their client families remain friends for years, and many volunteers continue to visit their client even after convalescent hospital placement.

While the client and volunteer may decide on a different schedule, the two hours per week represents the service standard. Hiring employees to pay for this service would increase the project's cost by almost \$30,000 annually (average 30 clients x 12 months x 8 volunteer hours per mo x \$10 per hour = \$29,000).

The number of Davis clients and families served by this program has increased in recent years. In 2003, 28 clients were served. In 2004, the program added a second assessment nurse and increased to 33 clients. CWC served 34 clients in 2004-05 and 05-06. Due to several months' vacancy in one of the nurse positions in early 2006, CWC anticipates a slight decline to 30 clients in the 2006-07 fiscal year, rising to 35 in 2007-08.

The CDBG grant cost per CWC in-home client was \$336 in 2003-04. With the steady decline in grant awards since then, this number will drop to an estimated \$183 in the current fiscal year. This 2007-08 proposal would increase the CDBG per-client cost to only \$285. **This is only 1/4 of the total \$1200 annual cost per client,** including volunteer resources, that

CWC must budget. CWC remains committed to internal evaluation of its operations to ensure its funders it will provide high quality service at low per-client cost.

In-Home Respite Care contributes to the quality of life of the caregiver and the senior. By providing the service with no fee (donations are encouraged but never required), the program remains available to Davis residents regardless of income. Home-based respite services result in strengthened families, increased caregiver well-being, and a substantial cost savings to the elders' families and our community.

### **c. Other Resources and Collaboration**

CWC's Davis IHR program receives the bulk of its financial and in-kind support from individuals, charitable organizations and businesses in the community. Two community fundraising events are held each year. Local organizations including Right and Relevant store and dinner, Senior Citizens of Davis, Inc., several religious congregations, Soroptomists and the Venture Club have donated funds to CWC. It is difficult to obtain grants, and this source of revenue is not predictable for budget purposes. The agency benefited from a recent \$10,000 grant from Catholic HealthCare West and a small grant from the Rumsey Community Fund. (Support has come from the United Way for our respite activities in Woodland, apart from this application.) Area 4 Agency on Aging funds are no longer available.

In 2006-07, the City of Davis CDBG award to CWC was reduced by more than 30 percent. The organization allocated savings from one-time bequests to offset this loss.

Collaboration is key to CWC's success. The organization believes it provides a unique and critical service that is strengthened by relationships with other community organizations. The agency strives to fill its unique niche while avoiding duplication of services. CWC communicates with several senior service entities to receive and provide referrals, solicit feedback, and discuss emerging trends. Key contacts include Woodland Memorial and Sutter Davis home health services, Yolo Hospice, Yolo Adult Day Health Center, the Yolo Multi-Disciplinary Team, Yolo County Social Services and Older Adult Program, Yolo Elderly Nutrition Program, Commission on Aging/TRIAD, and the Davis Senior Center.

Some clients utilize the services of more than one agency, and these contacts facilitate effective use of resources. For example, CWC, the Elderly Nutrition Program, and Yolo Adult Day Health Center communicate to identify clients. Each agency's programs are unique; as a result, Davis's frail elderly can maximize available support for their independence.

### **d. Organizational Capacity**

Citizens Who Care (CWC) began in 1975 as an advisory committee of the Mental Health Association of Yolo County. By 1985, the organization established its Convalescent Hospital Visiting Program, and created its In-Home Respite Program in 1986. In 1988, the agency obtained nonprofit status per IRS 501(c)(3). Citizens Who Care currently operates three programs countywide: In-Home Respite, Convalescent Hospital Visiting and Pet Visiting, and Time Off for Caregivers. These programs function as a key component of a multi-agency service continuum supporting the frail elderly in Yolo County.

Citizens Who Care has a history of effective program management. The agency has managed grants from the Cities of Davis and Woodland, Woodland United Way, The California Endowment, Sierra Health Foundation, Sacramento Regional Foundation, Catholic Healthcare West and the Rumsey Community Fund. In 2006-07 the City of Davis staff reported that in the recent federal audit review CWC was commended for its management procedures.

The agency's financial activities are managed by a volunteer professional Finance Officer. All expenditures require documentation (invoice, time sheet, etc.). The agency's Finance Committee and Board of Directors review all fiscal policies for appropriateness and internal and external accountability. CWC obtains an annual independent CPA audit. All volunteers are screened and oriented before being placed in any CWC program, including In-Home Respite. Volunteers receive ongoing contact from CWC's Director of Volunteers, and have access to training opportunities through CWC and other senior service agencies.

Program data is tracked through multiple sources. All referrals are forwarded to the Assessment Nurse. The Assessment Nurse visits the client's home, determines his or her suitability for the program, and completes an In-Take Packet. This documents basic data including age, ethnicity, medical conditions, income, etc. Each month, the Assessment Nurse reviews the client's file for any needed updates. These updates document any improvements or declines in health. The Assessment Nurse maintains the client file with a second copy maintained at the agency's office.

Citizens Who Care is governed by a 10 to 15 member Board of Directors. The board is comprised of standing committees including Finance, Human Resources, Program, and Fundraising. The board reviews financial statements monthly. As all personnel are part-time, the total FTE staff is 2.65 persons. The Executive Director has almost four decades of health care policy and management experience. CWC's assessment nurses have several decades of experience in public health and gerontology. CWC's Director of Volunteers has over eight year's experience managing volunteer programs.

## **SCOPE OF SERVICES**

### **a. Project Description**

The In-Home Respite Program will serve an estimated 30 Davis families in 2006-07, growing to 35 in 2007-08, a 17% increase. Matched client families will receive two hours of weekly respite care—with Davis clients receiving up to 3400 cumulative hours of respite care. Because of the countywide demand for the services of the part-time Assessment Nurse, in late 2005 CWC created an additional part-time Assessment Nurse position. Assignment of one position to Davis and one to Woodland enables CWC to more quickly assess needs and match volunteers to clients.

Most referrals begin with a telephone call. The Administrative Assistant documents the call and forwards the referral to the Assessment Nurse. The nurse makes contact with the potential client within 7 days, and an assessment is scheduled. The assessment occurs in the client family's home. It determines client appropriateness, identifies other community services of potential benefit, and notes interests/challenges that will influence volunteer placement. A suitable volunteer is interviewed and an introduction visit with the client family is arranged. If everyone is comfortable, respite visits can begin. CWC strives to place a volunteer with the client within 30 days of assessment. Following placement, caregivers are contacted by the Assessment Nurse every 60-90 days. The Director of Volunteers communicates with volunteers monthly. The Assessment Nurse maintains an ongoing status file on each client, documenting communication, challenges, etc. The nurses confer on case management issues.

### **b. Target Group**

The program serves the frail elderly and their caregivers. Frail elderly are defined as seniors over 60 years of age experiencing one or more chronic conditions that affect daily living skills and requiring in-home caregiver support.

### **c. Outreach**

CWC promotes its programs through many methods. The agency distributes its brochures throughout the county. Brochures are maintained at senior centers, medical and social program facilities, and churches. The agency maintains a fully-descriptive website that includes printable forms for requesting services and becoming a volunteer. Finally, CWC distributes a newsletter three times annually to a readership of about 3000 persons.

CWC uses its fundraisers, volunteer events, and other activities to generate attention in newspapers and other media to elders' needs. These venues are also used to promote volunteer opportunities. The agency seeks out public speaking engagements and participates in several health fairs and public events each year.

## PERFORMANCE SCHEDULE

### Work Plan (Activities and completion dates)

<u>List Activity</u>	<u>Completion Date</u>
Conduct ongoing intake of new clients for a total of 35 Davis in-home respite clients.	June 30, 2008
Recruit and orient 5 new respite volunteers serving Davis clients.	June 30, 2008
Provide in-service training to respite volunteers.	June 30, 2008
Provide volunteers with biennial listing of other educational in-service training opportunities in county.	September 2007
Telephone contact between assessment nurse and client every 30 to 60 days- home visit when needed.	September 30, 2007 December 31, 2007 March 31, 2008 June 30, 2008
Provide 3400 hours of volunteer visits to 35 clients / relieve family caregivers	Ongoing
Conduct exit interviews with volunteer if/when service is cancelled.	Ongoing
Provide status reports to Board of Directors detailing caseload, trends and issues warranting policy review.	Quarterly

## PERFORMANCE MEASUREMENTS

<b>ACTIVITY</b> (What the program does to fulfill its mission)	<b>INDICATOR</b> (The direct products of program activities)	<b>OUTCOME</b> (Benefits that result from the program)
<b>Recruit and match volunteers with frail elders.</b>	<b>Approx. 3400 hours of in-home community service to 35 frail elderly persons.</b>  <b>Caregivers are given much needed respite, elders have new friends.</b>	<b>Caregiver and family are supported and strengthened.</b>  <b>Frail elder is able to stay longer in own home, rather than move to a convalescent hospital.</b>  <b>Volunteers, elders and the community experience stronger social bonds.</b>
<b>Conduct assessment and ongoing monitoring of client needs.</b>	<b>Caregiver and client receive information and referrals to needed services.</b>  <b>Volunteers receive support and professional advice as needed.</b>	<b>Caregiver and family are strengthened.</b>  <b>Frail elder is able to stay longer in own home, rather than move to a convalescent hospital.</b>

**CITIZENS WHO CARE, INC.**

2/15/2007

Projected Budget Fiscal Year 2007-2008

<b>INCOME</b>	<b>Operating Budget 2006-2007</b>	<b>Proposed Budget 2007-2008</b>	<b>Davis IHR</b>
<b>Grants</b>			
Caregiver Support Group - Area 4	900	-	-
Davis CDBG - In- Home Respite	5,500	10,000	10,000
Davis CDBG - Time Off	5,500	10,000	-
New Grants	8,000	9,000	-
Woodland CDBG - In-Home Respite	6,000	6,000	-
Woodland United Way	6,900	5,000	-
<b>Total Grants</b>	<b>32,800</b>	<b>40,000</b>	<b>10,000</b>
<b>Revenue</b>			
Donations	2,500	3,000	-
Donor Drive	22,500	23,000	-
Fundraising Events - WC, BF	34,000	35,000	-
Fundraiser - 3rd party	2,000	3,000	-
Interest Income	2,000	1,800	-
Memorial & In-Honor Gifts	3,500	3,600	-
Program Fees - Time Off	8,000	6,000	-
Sales (EB, IITB, Cookbook) - net	500	-	-
United Way Capital Region Bequest	3,000	2,000	
Bequest	10,000	-	
Operating Fund Reserve	3,500	10,000	-
<b>Total Revenue</b>	<b>91,500</b>	<b>87,400</b>	<b>-</b>
<b>TOTAL INCOME</b>	<b>124,300</b>	<b>127,400</b>	<b>10,000</b>
<b>Volunteer Labor - In-Kind</b>	<b>65,000</b>	<b>72,900</b>	<b>20,000</b>
<b>EXPENSES</b>			
Conferences/Training	250	-	-
Cost of Generating Support	4,500	4,000	-
Equipment & Software	500	500	-
Insurance	3,500	4,500	815
Licenses & Memberships	900	700	-
Mileage Reimbursement	600	600	210
Office Supplies	2,950	2,700	205
Outreach	2,500	2,500	-
Payroll Taxes	7,400	7,500	1,900
Postage	4,350	4,000	-
Printing & Copying	2,600	2,400	510
Professional Services	1,000	2,000	-
Rent	5,200	5,400	715
Supplies and Services	2,200	2,250	-
Telephone	2,250	2,100	305
Volunteer Recognition	500	500	-
Workers' Compensation	2,700	2,900	680
Wages and Salaries	80,400	82,850	21,115
<b>TOTAL OPERATING EXPENSES</b>	<b>124,300</b>	<b>127,400</b>	<b>26,455</b>
<b>Volunteer Labor - In-Kind</b>	<b>65,000</b>	<b>72,900</b>	<b>20,000</b>
<b>Total Program Cost</b>	<b>189,300</b>	<b>200,300</b>	<b>46,455</b>
<b>Profit (Loss)</b>	<b>-</b>	<b>-</b>	<b>(16,455)</b>

**CITY OF DAVIS  
COMMUNITY DEVELOPMENT BLOCK GRANT  
2007-2008**

**IN-HOME RESPITE - CITIZENS WHO CARE**

<b>Budget Category</b>	<b>Proposed Project CDBG Portion</b>	<b>Other Sources</b>	<b>Total</b>
A. Salaries and Wages	8,400	12,715	21,115
B. Payroll Expense	1,100	1,480	2,580
C. Volunteer Labor (In-Kind)	0	20,000	20,000
<b>TOTAL PERSONNEL BUDGET</b>	<b>9,500</b>	<b>34,195</b>	<b>43,695</b>
D. Office Rent	0	715	715
E. Telephone	100	205	305
F. Office Supplies	100	105	205
G. Printing & Copying	100	410	510
H. Travel	50	160	210
I. Other Liability Insurance	150	665	815
<b>TOTAL NON-PERSONNEL BUDGET</b>	<b>500</b>	<b>2,260</b>	<b>2,760</b>
<b>TOTAL PROJECT BUDGET</b>	<b>10,000</b>	<b>36,455</b>	<b>46,455</b>