

CITY OF DAVIS
2004-2005 COMMUNITY DEVELOPMENT BLOCK GRANT APPLICATION

Organization Name: CITIZENS WHO CARE, INC. / *Time Off for Caregivers Program*

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Total Proposal Request: \$9,467 _____

 X 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
- 2) _____
- 3) _____

PUBLIC SERVICE X NON-PUBLIC SERVICE _____

Beneficiary Information:

- 15 Total number of beneficiaries in program
- 12 Total number of beneficiaries in program served with CDBG funds
- 75% Percentage of the CDBG beneficiaries with low/moderate income
- \$ 789 Cost per CDBG beneficiary (CDBG Request/CDBG Beneficiaries)

Citizens Who Care
Time Off Program

PROJECT NARRATIVE

a. Need

People are living longer. By 2010, nearly 40% of California's population will be over 65 years. As we live longer, our needs change. Too often, the frail elderly risk premature institutionalization. The Time Off for Caregivers Program supports independent living by avoiding premature institutionalization. Time Off for Caregivers provides five hours of respite care two Saturdays per month.

The program provides the frail senior with regular social contact. Caregiver support is also important. This is often the only weekend time caregivers have to themselves. Most caregivers (55%) experience clinical depression and are more likely to experience physical injuries (Family Caregiver Alliance, 2002). Respite care minimizes the emotional and physical repercussions of caregiving.

In 2003, the program served twelve Davis residents and their caregivers. This represents a 30% increase over 2002. The increase is due to growing need and improved outreach. The program anticipates serving at least 12 Davis residents again in the 2004-05 fiscal year.

b. Benefit

Time Off is the only weekend social respite program in Yolo County. It will benefit at least 12 Davis residents in 2004-05. These participants will have access to a quality program at an affordable cost. The proposed services are considered Limited Clientele Activities.

This designation presumes the clients are principally low to moderate-income persons. Because the program is a Limited Clientele Activity, the program fees are low – only \$35 per session. Additional fee reductions are also available. The program fees augment grant funds and unrestricted revenues. Use of program fees provides stable income and ensures program quality.

The program offers an additional benefit by using over 40 volunteers annually. Volunteers contribute five hours each session, with 24 sessions annually. This results in 950 to 1,000 hours of annual service. If forced to pay for this service, CWC would require an additional \$12,000 annually to operate the program or be forced to lower the staff/volunteer to client ratio. Volunteers ensure program quality.

The cost per beneficiary is \$789. This is a reduction of \$28 per client over last year. The reduction is due to a comprehensive program analysis and restructuring of staffing. CWC reviewed program operations in 2003. Based on its findings, the agency modified the program's staffing. The modifications and improved use of volunteers allowed the agency to reduce costs without compromising quality. The agency remains committed to regular evaluation to maintain effectiveness and efficiency.

c. Other Resources and Collaboration

In 2003, CWC succeeded in further diversifying its income sources. The agency continues to maintain its stability by raising almost 70% of its annual operating costs from local donations and events. The agency also benefited from a one-time \$25,000 grant from Catholic Healthcare West for 2004. The funds will enhance capacity and increase the number of clients and volunteers. In addition to Davis CDBG funds, CWC supports the Time Off Program through program fees, United Way designations, and Area 4 Agency on Aging funds.

Collaboration is key to CWC's success. The organization believes it provides a unique and critical service that is strengthened by other organizations. Key partners include Yolo Hospice, Yolo Adult Day Health Center, Elderly Nutrition Program, and Davis Senior Center.

The agency regularly communicates with these organizations to provide referrals, seek feedback, and discuss emerging trends. Each year, CWC, the Elderly Nutrition Program, and Yolo Adult Day Health Center representatives identify clients utilizing multiple programs. In 2003, No Time Off participants participated in the Elderly Nutrition Program. Eight Time Off participants also used Yolo Adult Day Health Center. Two of the Time Off Clients also used In Home Respite support from CWC.

Because Time Off is a weekend program, no duplication exists. Those seniors/families participating in multiple programs are simply augmenting the few services available to keep the senior independent. While clients may use the services of more than one agency, each agency's programs are unique.

d. Organizational Capacity:

Citizens Who Care 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 its In-Home Respite in 1986. In 1988, the agency obtained nonprofit status per IRS 501(c)(3) criterion. Citizens Who Care currently implements five programs: In-Home Respite, Convalescent Hospital Visiting, Pet Visiting, Time Off for Caregivers, and Community Education. These programs function as part of a countywide service continuum supporting the frail elderly.

Citizens Who Care has a history of effective program management. The agency has managed grants from Woodland United Way, United Way California Capital Region, The California Endowment, Sierra Health Foundation, Sacramento Regional Foundation, and Catholic Healthcare West.

The agency's financial activities are managed through QuickBooks software. Each grant contract is tracked independently with all income and expenses being allocated by grant source. All expenditures require documentation (invoice, time sheet, etc.). The organization is in the process of reviewing all fiscal policies for appropriateness and to ensure internal and external accountability.

Program data is tracked through multiple sources. All referrals are recorded and submitted to Program Coordinator. The Coordinators completes an In Take Packet for each new client. This documents basic data include age, ethnicity, medical conditions, income, etc. Each month, the coordinator updates the client's file. Updates document any improvements or declines in health. The Program Coordinator maintains a client file. A second copy is maintained at the agency's office.

All volunteers are screened and trained before being placed in any program. Volunteers receive monthly contact from the Volunteer Director. Volunteers have access to monthly training opportunities through CWC other senior service agencies

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, Programs, and Fundraising. The board reviews financial statements monthly. The agency completes an annual independent audit. Julie Bornhoeft, Executive Director, has nine years of nonprofit management experience. The Program Coordinator, Andy Davis, has a B.S. in Human Development. Ellie Slaven, Volunteer Director, holds an Associates Degree and has seven year's experience managing volunteer programs.

SCOPE OF SERVICES

a. Project Description:

The *Time Off for Caregivers Program* provides weekend respite services on the second and fourth Saturday of each month from 10 a.m. to 3 p.m. (5 hours). The program operates at the Davis Senior Center. Davis Community Transit van service provides transportation, if necessary.

The Program Coordinator prepares an activity plan for each session. He is responsible for preparing all necessary materials and supervising activities. A typical session includes social time, arts and crafts, brief walks/exercise, and music. The Program Coordinator observes clients and provides feedback to caregivers at the end of each session. The Program Coordinator is also responsible for assessing new clients, completing new client In Take Packets, and evaluating appropriateness for the program.

The Coordinator supervises a Program Assistant. The Program Assistant is responsible for monitoring individual participants, assisting with toileting and meal preparation, and assisting volunteers. The Program Assistant is capable of implementing the program in the Coordinator's absence.

The agency's Volunteer Director recruits and screens volunteers for the program. She conducts outreach to area churches, service clubs, and schools. The Volunteer Director maintains regular contact with all volunteers and works with the Program Coordinator to ensure adequate volunteer staffing for each session.

The Office Manager assists the program by conducting initial screenings and coordinating program referrals and billings. The Executive Director manages program administration including statistics, surveys, and funding reports and conducts presentations. All program funds support direct services.

The program will serve at least twelve Davis seniors and their caregivers. Each will use the program an average of sixteen times (eight months). The average is based on program data for the past four years. The program operates on a modest \$789 per Davis client annually. The program will create 192 client contacts (# of clients X average # of days). The cost per CDBG client contact is only \$49.

b. Target Group

The program serves the frail elderly and their caregivers. Frail elderly is defined as a senior over 60 years of age experiencing one or more chronic conditions that affect daily living skills.

c. Outreach

CWC promotes its programs through many methods. The agency distributes its brochures throughout the county. Brochures are maintained at senior centers, medical facilities, and churches. The agency requests its materials are provided in the "welcome packets" of local churches, as well. The agency maintains a website that includes printable forms for requesting services and becoming a volunteer.

CWC promotes itself through the media. The agency uses fundraisers, current events, and local contacts to leverage attention in newspapers and on television. These opportunities are also used to promote volunteer opportunities. The agency seeks out public speaking engagements. Each year the agency reaches over 1,000 citizens through presentations. The agency also participates in numerous health fairs and public events each year.

TIMELINE

Activity

- | | Completion Date |
|--|------------------------|
| • Conduct client and volunteer satisfaction survey | July 2004 |
| • Update Client Files | Monthly |
| • Conduct family interviews and client assessments | Ongoing |
| • Prepare funder mandated reports and reimbursement requests | Quarterly |
| • Status report including numbers served, funds expended, and challenges to CWC Board of Directors | Quarterly |
| • Provide ongoing training for staff and volunteers | Ongoing |
| • Provide 24 Time Off sessions annually | Ongoing |
| • Serve an average of 8 to 10 families per month. | Ongoing |
| • Serve at least 15 families cumulatively (12 from Davis). | June 30, 2005. |
| • Conduct client and volunteer satisfaction survey | June 2005 |

**CITIZENS WHO CARE
BOARD ROSTER**

President

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Committees: Finance, Fund Development, Human Resources

Term: 3 **Term Expires:** 2005

Birthday: 12/13

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**CITY OF DAVIS
COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM**

BUDGET SUMMARY FOR PROPOSED PROJECT

Budget Category	Proposed Project	Other Sources	Total
A. Salaries and Wages			
Executive Director	\$600	\$1,896	\$2,496
Office Manager/In-Take & Referral	\$1,000	\$1,300	\$2,300
Time Off Program Coordinator	\$3,456	\$0	\$3,456
Volunteer Director	\$770	\$860	\$1,630
Program Assistant	\$1,560		\$1,560
Volunteer Labor (In-Kind)		\$8,400	\$8,400
B. Fringe Benefits (10%)	\$739	\$406	\$1,144
TOTAL PERSONNEL BUDGET	\$8,125	\$12,862	\$20,986
D. Office Rent		\$520	\$520
E. Telephone	\$192		\$192
F. Office Supplies		\$125	\$125
G. Printing/Duplication		\$150	\$150
H. Other (Specify)			
Liability Insurance	\$450	\$1,600	\$2,050
Food	\$600	\$600	\$1,200
Craft Supplies/Admission Fees	\$100	\$400	\$500
Davis Community Transit	\$0	\$120	\$120
TOTAL NON-PERSONNEL BUDGET	\$1,342	\$3,515	\$4,857
TOTAL PROJECT BUDGET	\$9,467	\$16,377	\$25,843

Budget Justification - Based on Total Program Costs

Salaries: All requested salaries represent expenses associated with direct client assistance and program reporting.

Executive Director: The funds requested from CDBG reflect 8-9 hours per month devoted to completing telephone in-takes, supervising program, and preparing reports.

Office Manager: The CDBG requested funds are based on 11-13 hours per month for conducting telephone in-takes, maintaining client files, and preparing program billings.

Program Coordinator: Time includes 19-20 hours per month to implement the program and provide family support.

Volunteer Director: Time reflects 8-10 hours per month to screen, train, and coordinate program volunteers.

Program Assistant: Includes 10-11 hours per month spent in the program. Position assists with personal care needs of participants and program implementation.

Volunteer Labor: Reflects 700 cumulative hours at \$12 per hour. The \$8,400 of in-kind value reflects the minimum number of volunteer hours expected by the program.

Fringe Benefits: Based on 10% of gross salaries per agency formula.

Operating Costs: Reflect actual costs associated with program implementation.

Office Rent: Reflects 11% of current rental costs. Office space provides location for confidential storing of client records.

Telephone: Based on \$16 per month for cell phone used to ensure families have access to staff during Saturday sessions.

Office Supplies: \$10 to \$11 per month for photocopies, client files, etc..

Liability Insurance: Portion of required annual Liability Policy.

Food: Based on \$50 per session to provide snacks and noon meal for 7 to 12 participants

Craft Supplies & Admission Fees: \$20-\$22 per session to provide activities and field trips.

Transit: \$10 per month to cover transportation fees for Davis residents without transportation.