

2008 – 2009 CDBG/HOME APPLICANT QUESTIONS AND RESPONSES

Name of Organization: **CITIZENS WHO CARE-TIMEOFF**
Project Title: Time-Off for Caregivers

1. Are there ways to serve as greater number of people per session e.g., with less than an approximately 1:1 staffing ratio, without significantly impacting the quality of the program?

The premise of the question is incorrect. Time Off does not have a 1:1 staffing ratio. Actually the ratio is 3:12 (three staff for twelve frail elderly clients). The staff includes one supervisor, who oversees the two client aides and all the volunteers. The two aides are frequently occupied with client ambulatory and toileting needs. Two client aides assures that there will always be a professional person to assist the supervisor. The probable reference is to our volunteer to client ratio, which is 1:1. Volunteers cost the program nothing. The 1:1 ratio of volunteers to clients is consistent with a high quality program. It is the core concept behind the active socialization we promote.

2. A 1:1 ratio seems to be more than reasonably necessary or what is typical in activity programs for frail elderly. Please explain the rationale/basis for current ratios.

CWC does not have a 1:1 staffing ratio. This is incorrect. Actually the staff ratio is 3:12. The volunteer ratio is 1:1. Volunteers cost the program nothing. The 1:1 ratio of volunteers to clients is consistent with the need to keep activities interesting and flexible for a very diverse set of participants. Often a portion of the day's clients will take a walk or engage in solo activities away from the main group. The volunteers make this possible. Spontaneous client interests are facilitated. The volunteers can monitor was each client is doing and alert the staff to any problems. The use of volunteers in this way is the reason that we have been able to keep insurance costs low. It is the reason Time Off is a high quality program.

CWC estimates it will provide 1300 hours of Time Off for Caregivers program in 2008-09. This is calculated as follows:

26 sessions per year @ five hours per session = 130 hours X average of 10 participating clients = 1300 hours. Clients each receive attention from an assigned volunteer for these 1300 hours. The community value of these volunteer hours, at \$12 per hour, is \$15,400. This would continue under the proposed budget.

See the answer to Question #1 for the rationale for the number and type of assigned staff.

3. The application states that CWC partners with a number of organizations also providing Services to frail seniors. To what extent does CWC share and/or receive information regarding existing and/or potential clients. Please identify which organizations with which you share information.

The application does not describe our relationship with other agencies as associations with "partners." The format of the application asks for a description of "collaboration" with other organizations. A partnership implies a contractual or programmatic interface which is not the case for CWC and its

collaborative community of agencies. CWC had a contract with Yolo Adult Day Health Center until 2006, when the federal funds that made it possible ran out. CWC does indeed collaborate with many agencies that serve the frail elderly. These agencies are listed on page three of the TOC application. Unless acting with the permission of a client or his or her agent, CWC does not share personal client information with any person or agency outside the immediate few staff who require it, including our own Board members. This is to protect our clients. The information received about our clients comes primarily from the client themselves, the family and the caregiver. CWC receives no information from outside sources about clients other than publicly available information such as Megan's List, which we check to protect our volunteers. CWC receives client referrals, and useful information regarding the needs of its clients, individually upon referral and generally, from the agencies listed in the application.

4. If CWC were to receive less funding what would the organization do to meet the current need?

Under "Other Resources and Collaboration" our application states that over the past two years the CDBG award to CWC from the City of Davis has already been reduced by about 40 percent. We state that CWC has used savings from one-time bequests to offset this loss. The CWC manages its savings as an endowment from which we apply earned interest to operations. While reluctant to reduce the principal of this resource, should there be further grant reductions, the Board would again consider this action rather than cut program services.

CWC currently employs only 2.25 total FTE personnel, rotating 9 staff through 8 part-time positions. The Time Off for Caregivers Program is currently operated on a very slim administrative budget, using only about 10 hours per week of the available 60 hours provided by our small 1.5 office staff (management coordination, fundraising and volunteer recruitment). In addition we budget only 10 hours per week for the program supervisor. If agency savings were no longer an option, and grant reductions forced the Time Off program to reduce, this would have to be done by reducing work hours. This would impact our ability to recruit volunteers, find the community and regional resources upon which we rely, and maintain accountable management practices. Ultimately, CWC would have to limit client enrollments in Davis in order to assure program quality.

5. Staff stated that there are opening for the in home respite service in Davis. Is this a trend?

Currently the CWC assessment nurse in Davis can take additional referrals for the In Home Respite program. . CWC can handle up to 30 total clients for IHR in Davis; we currently have 23, and expect to be at 30 by the end of the budget year. More information for this answer is provided in the In Home Respite answers, in response to a similar question.