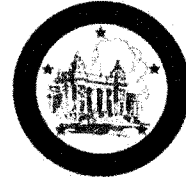


**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



ITEM
3.30
(ID # 5343)

MEETING DATE:

Tuesday, December 12, 2017

FROM : PUBLIC SOCIAL SERVICES:

SUBJECT: PUBLIC SOCIAL SERVICES: Approve an exemption to Policy A-18 to establish and administer an Adult Protective Services (APS) Safe Haven Shelter Program, for five years, to provide temporary shelter (housing) options for elderly or dependent adults. [District - All]; [Annual cost \$72,000, aggregate cost \$430,899 - Federal 44%, County 24%, Realignment 32%]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the exemption to Policy A-18 to establish and administer the Adult Protective Services (APS) Safe Haven Shelter Program, for five years, to assist elderly or dependent adults, at-risk of homelessness, with temporary shelter options;
2. Authorize the Director of DPSS to administer the APS Safe Haven Shelter Program;
3. Authorize the Director, or designee, to enter into and make modifications to partnership agreements (Attachment A), as approved by County Counsel, and update the approved list of providers (Attachment B), based on the needs of the Department, its clients and the community.

ACTION: Policy

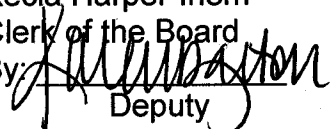

Susan Von Zabern, Director of Public Social Services 11/14/2017


Gregory V. Priamos, Director County Counsel 11/16/2017

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Tavaglione, seconded by Supervisor Jeffries and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Tavaglione, Perez and Ashley
Nays: None
Absent: Washington
Date: December 12, 2017
xc: DPSS

Kecia Harper-Ihem
Clerk of the Board
By: 
Deputy

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FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 72,000	\$ 78,480	\$ 430,899	\$0
NET COUNTY COST	\$ 17,280	\$ 18,835	\$ 103,416	\$0
SOURCE OF FUNDS: Federal Funding: 44.0%; State Funding: 0%; County Funding: 24%; Realignment Funding: 32.0%; Other Funding: 0%			Budget Adjustment:	No
			For Fiscal Year:	17/18

C.E.O. RECOMMENDATION: Approve.

BACKGROUND:

Summary

The California Welfare and Institutions Code §15763 requires (to the extent resources are available) each county's APS program to provide temporary shelter in the form of a safe haven or in-home protection for elderly and dependent adults who are victims of abuse or neglect. Social workers in the Riverside County APS program have limited resources to access when referring clients for temporary shelter placement. The establishment of the Safe Haven Shelter Program will provide additional resources.

Board Policy A-18, Procedures for Contracting for Professional or Personal Services, section 4b includes an exception for shelter home services. DPSS requests authority to exercise the exception to provide APS Safe Haven Shelter Program the authority to work directly with approved shelter-related vendors to establish a protocol for providing temporary shelter services to elderly and disabled clients. The authorization for the Director of DPSS to administer the APS Safe Haven Shelter Program would include the authority to search for and acquire additional vendors through use of the partnership agreement based on the immediate needs of the clients and community.

APS has made several efforts to address the shelter needs of its clients.

- On May 24, 2016, the Board authorized the exemption to policy A-18 to establish the APS Motel Voucher Program to assist elderly and dependent adults with temporary shelter placement. The Motel Voucher Program provides additional options for APS clients as an alternative to board and care facilities. Between August 2016 and July 2017, the program provided much-needed shelter services to approximately 49 APS clients throughout the county, with an average stay of three (3) nights per placement. DPSS currently has contracts with two licensed board and care facilities, one is located in the City of Hemet, and the other is in Palm Springs. Between August 2016 and July 2017, these facilities have accommodated 16 APS clients with an average stay of 44 days per placement. However, these facilities have limited capacity and do not provide coverage for the entire county.

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- On March 29, 2016 a Request for Qualifications (RFQu) for shelter services for elderly and dependent adults was issued and open for one year. The RFQu did not result in any new vendors.

APS is developing the Safe Haven Shelter Program to meet the temporary shelter needs of an increasing elderly and dependent adult population in Riverside County that have a variety of needs depending on their health, mobility, functional capacity, cognitive capacity, income, location and the length of sheltering stay required. In order for the program to be successful, additional board and care facilities, room and board housing (including family settings), and traditional homeless shelter options need to be identified.

The APS Safe Haven Program will identify potential housing providers and assess the potential provider for suitability. If the potential provider is determined to be suitable, the Safe Haven Program, through the Director of DPSS, will initiate a partnership agreement which will identify the amenities available at the facility, daily and weekly rates, and the responsibilities of APS and the housing provider. Once a provider has entered into a partnership (Attachment A- draft template), it will be placed on the resource list that social workers use when coordinating services with clients. Once a social worker has identified the shelter that will be used, the social worker will coordinate with their supervisor to determine the expected length of stay, and issue payment authorization. Any extensions to the length of stay will be approved by departmental management.

The range of rates for Safe Haven shelter providers varies depending on the type of shelter utilized. Traditional shelters range between \$20 and \$25 per night; room and board facilities range between \$25 and \$35 per night; and board and care facilities range between \$70 and \$130 per night. The aggregate amount of \$430,899 over five (5) years will allow Adult Services to place APS clients temporarily using the APS Safe Haven Shelter Program. The amount includes a nine percent (9%) yearly increase, which is commensurate with the average growth in new APS abuse and/or neglect reports received annually.

Impact on Residents and Businesses

DPSS is responsible for protecting elderly and dependent adults and works with community partners to house these vulnerable individuals in emergency situations. Throughout Riverside County, this program will provide additional options to deliver immediate services to elderly and dependent adults who are in harmful situations.

SUPPLEMENTAL:

Additional Fiscal Information

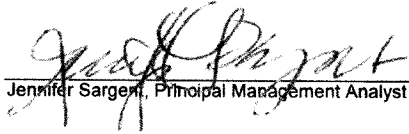
There are sufficient funds in the Department's FY 17/18 budget for placement of APS clients in the Safe Haven Shelter Program.

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ATTACHMENTS:

Attachment A: Partnership Agreement

Attachment B: List of Approved Vendors



Jennifer Sargent, Principal Management Analyst

12/5/2017



Gregory V. Priamos, Director County Counsel

11/16/2017

County of Riverside Department of Public Social Services (DPSS) Adult Services Division
Adult Protective Services (APS) Safe Haven Shelter Program

PARTNERSHIP AGREEMENT

TYPE OF SHELTER (check all that apply):

- ROOM AND BOARD TRANSITIONAL HOUSING ROOM ONLY MASS SHELTER (SPECIFY):
- LICENSED RESIDENTIAL BOARD AND CARE (CHECK ALL THAT APPLY): ELDERLY (RCFE) ADULT (ARF)
- OTHER (SPECIFY): MEMORY CARE NON-AMBULATORY

VENDOR INFORMATION:

NAME OF PROPERTY	BUSINESS NAME	DBA (REGISTERED VENDOR'S NAME AND #)
PROPERTY'S ADDRESS	MAILING ADDRESS	WEBSITE
EMAIL ADDRESS	GENERAL PHONE NUMBER	BUSINESS OWNER
BUSINESS OPERATOR/MANAGER	DIRECT PHONE NUMBER	DIRECT EMAIL ADDRESS
TOTAL OCCUPANCY CAPACITY	NUMBER OF BEDROOMS/BEDS	OCCUPANTS PER BEDROOM
NUMBER OF PRIVATE BATHROOMS	NUMBER OF SHARED BATHROOMS	OTHER:

TENANTS SERVED:

- MALES FEMALES CO-ED DISABLED RESIDENTS
- ELDERLY RESIDENTS DIABETIC RESIDENTS OTHER (SPECIFY):

RENT AND FEES

DAILY / WEEKLY / MONTHLY RENT FOR PRIVATE ROOM \$ _____ / \$ _____ / \$ _____ NOTES: _____

DAILY / WEEKLY / MONTHLY RENT FOR SHARED ROOM \$ _____ / \$ _____ / \$ _____ NOTES: _____

PETS/FEES \$ _____ PENALTIES FOR LATE RENT _____ OTHER DISCOUNTS (SPECIFY): _____

UTILITIES INCLUDED _____ ADDITIONAL FEES NOT INCLUDED (SPECIFY): _____

AMENITIES / SERVICES INCLUDED:

- | | | |
|--|---|---|
| <input type="checkbox"/> LOCKED AREA FOR PERSONAL PROPERTY | <input type="checkbox"/> DRESSER/CLOSET SPACE | <input type="checkbox"/> LOCKED AREA FOR STORING MEDICATIONS |
| <input type="checkbox"/> LOCAL CALLS INCLUDED | <input type="checkbox"/> LONG DISTANCE CALLS INCLUDED | <input type="checkbox"/> LAUNDRY SUPPLIES PROVIDED |
| <input type="checkbox"/> LINENS & TOWELS PROVIDED | <input type="checkbox"/> DAILY HOUSEKEEPING | <input type="checkbox"/> RESIDENT RESPONSIBLE FOR CLEANING OWN AREA |
| <input type="checkbox"/> HANDRAILS IN TUB/SHOWER | <input type="checkbox"/> WALK IN SHOWER | <input type="checkbox"/> HANDRAILS IN TOILET |
| <input type="checkbox"/> TOILETRIES PROVIDED | <input type="checkbox"/> WASHER/DRYER AVAILABLE | <input type="checkbox"/> NEAR BUS/TRANSPORTATION |
| <input type="checkbox"/> TV IN ROOM | <input type="checkbox"/> WIFI | <input type="checkbox"/> CABLE/SATELITE/LOCAL |
| <input type="checkbox"/> NEAR SHOPPING CENTER | <input type="checkbox"/> SMOKE DETECTORS | <input type="checkbox"/> FIRE EXTINGUISHER |
| <input type="checkbox"/> NEAR RESTAURANT | <input type="checkbox"/> VISITORS ALLOWED | <input type="checkbox"/> SMOKING ALLOWED |
| <input type="checkbox"/> CURFEW | <input type="checkbox"/> HOURS OF CURFEW | <input type="checkbox"/> 3 MEAL INCLUDED DAILY (SPECIFY): |
| <input type="checkbox"/> SNACKS INCLUDED DAILY | <input type="checkbox"/> ACCOMMODATE SPECIAL DIETS (SPECIFY): | |

RENTAL AGREEMENTS (NEED A COPY OF ALL THAT APPLY):

- WRITTEN HOUSE RULES/REGULATIONS POSTED RENTAL AGREEMENT PROVIDED TO RESIDENT
- POSTED EARTHQUAKE/FIRE/DISASTER PLAN WRITTEN COMPLAINT PROCESS
- RESIDENTIAL AGREEMENT (RCFE/ARF ONLY) OTHER

PROGRAM RULES FOR VENDORS AND PROGRAM'S LIMITATIONS:

Housing Vendor (operator, administrator or designee) will:

1. Provide ADA environment (if requested and available).
2. Provide clean, safe and well maintained housing.
3. Provide a resident *focused* living environment.
4. Provide an environment that respects and maintain the resident's confidentiality and privacy.
5. Provide an environment free of any type of abuse or discrimination that requires all residents be treated with dignity, consideration and respect at all times.
6. Contact the APS social worker immediately if the resident leaves without notice or checks-out earlier than approved check-out date. Program only pays for actual days the client stayed.
7. Contact the APS 24-hour Abuse Hotline 1-800-491-7123 if resident displays dangerous behaviors / safety issues.

8. Allow DPSS Adult Services staff on-site to visit resident or inspect property as needed.
9. Maintain a business license and all required permits and certificates to safely operate the property.
10. Understand that program does not pay for incidentals or damages made by the residents.
11. Direct any questions to the APS Safe Haven Program's designated Liaison or [APS Shelter Services@rivco.org](mailto:APS_Shelter_Services@rivco.org) or (951) 358-xxxx
12. Contact the APS Safe Haven Shelter Program's Liaison 30 days in advance if requesting to change the agreed upon rates.

DPSS ADULT SERVICES DIVISION RESPONSIBILITIES:

- ASD staff will provide guidance to housing vendor on bringing their facility into alignment with the quality of living standards.
- ASD staff will provide training to housing vendor regarding residents and vendor's rights and responsibilities.
- ASD staff will provide technical assistance to housing vendor in order to meet standards.
- ASD staff will provide assistance to housing vendor on how to develop and maintain a complaint resolution process.

ADDITIONAL STANDARDS FOR A ROOM AND BOARD FACILITY:

In addition to applicable local zoning and building codes, and state and local fire, sanitary and safety regulations the room and board home (facility) must meet the following standards for the protection of residents:

1. Each bedroom shall:
 - a. Be adequately ventilated, heated, and lighted and have an outside window;
 - b. Be separate from the operator, members of the operator's family, or other employees;
 - c. Have adequate space for bed and personal belongings; and
 - d. Have a bed with adequate bedding and linens available.
2. A telephone must be available for use by residents. A listing of emergency telephone numbers, including the numbers of the local police, fire department, ambulance, and the local APS 24-hour Abuse Hotline (1-800-491-7123) shall be placed in plain view on or next to the telephone.
3. Bathing and toilet areas shall be private, clean, in good repair, and shall be accessible at all times. There shall be adequate supplies of toilet paper and soap for each bathroom.
4. **Fire Safety:**
 - a. All residents shall be shown how to utilize all exits from the facility within 24 hours of arrival to the facility;
 - b. Facilities shall be equipped with smoke detectors in each bedroom and extinguisher(s) in functional condition which are of a type approved for home use;
 - c. Sleeping quarters shall be confined to the first floor for nonambulatory residents and others with substantial disabling conditions; and
 - d. Recommendations of the local fire department or State Fire Marshal shall be enforced.
5. **Food Preparation and Storage:**
 - a. All food and drink shall be clean, wholesome, free from spoilage, pathogenic organisms, toxic chemicals, and other harmful substances; and shall be prepared, stored, handled, and served so as to be safe for human consumption. Food storage and preparation areas shall be kept in clean and sanitary condition. The temperature of potentially hazardous food shall be maintained at 45 degrees Fahrenheit or below, or at 140 degrees Fahrenheit or above at all times;
 - b. Employees or residents engaged in food handling shall observe sanitary methods, including hand washing as appropriate. Employees or residents with diseases which can be transmitted by foods shall not be assigned to food handling duties;
 - c. Poisonous or toxic materials shall be prominently and distinctly labeled for easy identification of contents, and shall not be used in a way that contaminates food equipment, or utensils, nor in a way that constitutes a hazard to employees or residents; and
 - d. Meals provided by the facility shall be nutritionally balanced and shall provide the recommended daily allowance of vitamins, minerals, and calories.
6. Operators shall maintain a record of all compensation received from a resident in return for services, and a record of all compensation paid to a resident for work or other services performed by a resident.
7. An operator and other employees of a facility shall not abuse residents and shall exercise reasonable precautions against any other conditions which threaten the health, safety or welfare of residents.

I declare under penalty of perjury that by my signature below, I am the owner or authorized agent for said property indicated above. I further acknowledge that I read, understand and agree to abide the program's policies. This partnership agreement is not a guarantee for referrals.

Authorized Agent (Print)

Authorized Agent (Signature)

Date

DPSS Agent (Print)

DPSS Agent (Signature)

Date

Date of Site Inspection

Site Inspection Completed by:

Updated Profile

Notes:

ATTACHMENT B

Vendor's Name:

Bay Vista Methodist Heights - Hemet

Corona Norco Settlement House – Corona

Daniel's Room and Board – Perris

Hernandez Room and Board – Various locations

Mountain Lyon RV Resort - Hemet

New Hope Transitional Living – Various locations

New Roots / Yvonne Carter – San Jacinto & Hemet

Palm Springs Retirement Home (I & II) – Palm Springs

Path of Life Ministries / Shelter – Various locations

Patrick Horton Room & Board - Hemet

Project Touch – Various locations

Vista Montana Senior Living, Inc (Assisted Living and Independent Living) - Hemet