

## City of Burlington / CDBG 2011 Application Form

Eligibility \_\_\_\_\_ National Objective \_\_\_\_\_ NRSA \_\_\_\_\_  
(Office Use)

Project # \_\_\_\_\_  
(Office Use)

**Project Name:** Case Management for Seniors

**Project Location/Address:** Burlington

**Organization:** CVAA – Champlain Valley Agency on Aging

**Mailing Address:** 76 Pearl Street, Suite 201, Essex Junction, VT. 05452

**Contact:** Catherine Collins

**Title:** Director of Case  
Management

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**I. CDBG Funding Request:**

\$ 15,000

**II. Project Summary:** Briefly describe the project or program to be funded with CDBG. (Please use a one or two sentence description – there is room in Section IV for more detail.)

Case Management for Seniors provides support for Burlington seniors to remain independent in their homes or in their setting of choice for as long as possible. CVAA Case Managers encourage and foster independence by helping individuals' access services and benefits that will enhance their quality of life. Case Managers empower their clients to make important decisions in their lives and support them in taking decisive action.

**III. Description of Organization:** Describe the capacity of your organization to successfully carry out the program activities. What is your mission, and how do the proposed activities fit with your mission?

CVAA's mission is to help seniors age with independence and dignity by providing information, services, education, support and advocacy to seniors and caregivers. We serve all individuals 60 years of age and older, regardless of income, who request our assistance. CVAA employs 18 full time case managers serving the four counties of Addison, Franklin, Grand Isle and Chittenden. Nine case managers and one options counselor/case manager serve Chittenden County and three case managers spend all, or part of their time covering Burlington alone. In the past year our case management program provided assistance to over 2600 seniors. Fifteen percent of the seniors served live in Burlington.

Case management is not the only program that CVAA provides to seniors. The Senior HelpLine is a toll-free, nationally certified call center for seniors, caregivers, health professionals, family members or anyone concerned about seniors to call for information on senior issues, services, and programs. The Senior HelpLine is THE Resource for seniors in the Champlain Valley. Referrals for case management services, meals programs, senior health insurance assistance and volunteers are made by calling the Senior HelpLine. In the past year 9300 calls were made to the Senior HelpLine. Fourteen percent of those calls were from the Burlington area of which 186 resulted in new referrals to a case manager after screening by one of 3 information and assistance coordinators.

Nutrition and Healthy Aging programs are major components of CVAA's services. CVAA provides community meals and Meals on Wheels to seniors. In the past year more than 323,000 meals were provided to seniors in the Champlain Valley. In Burlington, 99 new referrals were made to the Meals on Wheels program through our Senior HelpLine. Over 75,000 meals on wheels were served to Burlington seniors and 18,500 community meals. The meals programs offer more than a hot, nutritious meal to seniors, they provide socialization and community contact. For at-home seniors they also provide a vital safety check on the individual's well-being as well as a friendly visit for isolated seniors. The Healthy Aging programs like Tai Chi for Arthritis, Seated Yoga, strength training and walking programs help seniors maintain muscle tone, balance and healthy weight which prevent falls and maintain healthy physical and mental status.

The State Health Insurance Assistance Program (SHIP) provides free confidential health insurance counseling for all Medicare beneficiaries and people 60 and over. The SHIP counselors provide advocacy, information, prescription drug plan assistance and resolve Medicare billing issues. They also provide informational workshops for individuals new to Medicare and state health care programs.

CVAA's volunteer services can help find assistance for seniors for a wide variety of everyday tasks like grocery shopping, yard work, friendly visiting and companionship. In the past year 299 volunteers provided assistance to seniors at home, 54 volunteered to assist seniors in the Burlington area. Each year close to 1000 volunteers provide assistance to CVAA and the seniors we serve.

**IV. Project Description:**

- a. Describe the specific activities to be carried out by your project with CDBG dollars and the accomplishments you plan to achieve. Please distinguish the total number to be served from the number of Burlington clients to be served. Be specific about the tasks / work that CDBG will pay for. Use the table below, adding rows if necessary. You may add narrative below the table if needed for further description.

Specific Service / Activity:	CDBG will pay for:	Unduplicated Total # of Households / Persons to be Served in this Service / Activity:	Unduplicated Total # of Burlington Households / Persons to be Served:	Outcome(s) to be Achieved:
Case Management	Support one full-time case manager	380	150	<p>150 Burlington seniors will receive case management services from one case manager.</p> <p>Each senior will receive a needs assessment and assistance to address the identified needs.</p> <p>50 seniors will receive in-home services under the Long Term Care Medicaid Waiver Program.</p> <p>65 seniors will be assisted with Public Benefits problems, applications and appeals this will include 3SquaresVt, Fuel assistance, Medicaid, Long Term Care Medicaid, Medicare Part D, Vermont Pharmacy programs)</p> <p>8 seniors will be referred for mental health counseling from an Eldercare Clinician.</p> <p>8 individuals identified as self-neglect will receive intensive case management to prevent loss of home or serious harm.</p> <p>2 homeless individuals will receive case management services to obtain permanent housing.</p>

b. If you plan to pay for staff with CDBG funding, describe what they do in relation to the specific service(s) / activity(ies) described above. All staff that appear in the salary / benefits line items in your budget (Section XV) must be described below. Add rows if necessary.

Specific Service / Activity	Position/Title	Work Related to CDBG-Funded Activity	# of Hours per Week spent on this Specific Service / Activity	% of Hours per Week spent on this Specific Service / Activity to be paid with CDBG
Case Management for Seniors	Case Manager	A case manager will meet with seniors in their homes to provide needs assessment, options counseling, benefits counseling and application, service planning, coordination and referral, and monitoring	40 hours per week	50%

**V. Beneficiary Information**

a. For each service / activity you identified in Section IV, please project how the Burlington residents will break out into the following income categories. Use the Income Table at [http://www.cedoburlington.org/cdbg/income\\_limits.htm](http://www.cedoburlington.org/cdbg/income_limits.htm).

Service / Activity:	Unduplicated Total # of Burlington Households / Persons to be Served:	# Extremely Low-Income	# Low-Income	# Moderate-Income	# Above Moderate-Income
Case management for seniors	380	38	266	57	19

b. Please provide a single unduplicated total beneficiary count below:

Unduplicated Total # of Burlington Households / Persons to be Served:	# Extremely Low-Income	# Low-Income	# Moderate-Income	# Above Moderate-Income
150	15	105	23	7

c. How will/do you document beneficiary income levels?

The clients that we serve are age 60 and older and are presumed by HUD to be principally low/moderate income. As a part of the assessment process, case managers complete a 9 page Intake. This assessment tool includes questions related to income, household composition and resources. Each client seen must have an assessment completed each year. Historically, around 70% of the clients that are seen by CVAA case managers are low income.

**VI. Problem Statement**

a. What particular problem or need will this project address?

Case management for seniors addresses the independent living needs of frail low income seniors living in Burlington. There are two main concerns that seniors living in Burlington face. The first, and it is a growing concern for seniors on low, fixed incomes, is trying to meet all of their living expenses. The cost of fuel and food continues to rise. For most of the seniors that we see, Social Security is their only source of income and it is not enough to cover all of their monthly expenses. Add to this the high cost of housing and, if the senior is a homeowner, the cost of maintaining that home. The seniors that we see are often caught short – trying to decide what to go without each month.

The second problem facing seniors is loss of independence due to increasing frailty. The fastest growing group of seniors that we see at CVAA is the over 85 population. Fifty-two percent of the seniors that we help are over the age of 75; 24% are 85 and older. Seniors are living longer and are choosing to remain in their homes rather than seek nursing home placement or live with family. The need for in home services is growing and the cost is high. There are many fewer services than there are seniors who need them.

**b. How was this need identified?**

The need for services is most often identified by the clients themselves when they call our Senior HelpLine for assistance. We also receive referrals from family members, provider agencies like the VNA or Adult Protective Services, physicians, neighbors, friends, and other community members.

**c. Why is this a funding priority for Burlington?**

This project addresses 5 of the objectives identified in the 2008 Consolidated Plan for the City of Burlington. Case management for seniors specifically addresses the following objectives identified in the plan:

DH-1.4 Help 3,585 residents each year over the next five years to remain housed and living independently

SL-1.1 Provide 880 homeless residents with shelter and services each year over the next five years

EO-1.3 Help 50 residents with improved access to economic opportunity each year over the next five years

SL-1.2 Help 2,000 residents access nutritious food each over the next five years

SL-1.4 Help 400 residents access health and public safety services each year over the next five years

Our case management staff strives to help low income seniors meet their immediate and future needs for food, shelter, heat and health care costs. Through the information, service coordination and advocacy that we provide, seniors are educated about services and programs available in the community. We also can provide case management to younger people under 60 on the Choices for Care Medicaid Waiver program.

**VII. Program Goals: How will this project reduce the number of people living in poverty? Will it help people move out of poverty? Prevent people from entering poverty? Address basic needs of people living in poverty?**

Case management for seniors will help the low income seniors living in Burlington meet their basic needs for shelter, heat, food and medical care. The majority of people that we work with lives on Social Security and, without public benefits, would not be able to meet all of their living expenses. Case managers meet with individuals and assess their eligibility for public entitlement programs like 3Squares Vermont, health benefits like Medicaid, Medicare and pharmacy programs, supplemental and emergency fuel programs, subsidized housing and assistance with home repair and modifications. While we can't reduce the number of seniors living in poverty, we can help them access funds that can help stretch their limited, fixed incomes.

**a. Are you targeting any specific disadvantaged population/group of people? If so, who are they? (i.e., people with disabilities, minorities, women with children living in poverty, people with limited English proficiency, at-risk youth, etc.)**

The population that we serve is 60 years of age and older, with a primary focus on those seniors who are the most frail and economically disadvantaged. Twenty-eight percent of our clients are age 75 to 84; 24% are over the age of 85. The majority of our clients are women living alone with low to very low incomes and few resources. In addition to this at-risk population, CVAA case management targets seniors identified by the community as self-neglect. These are individuals who, due to cognitive impairment, mental health or substance abuse issues are at risk of losing housing, health or formal and informal supports.

**VIII. Equal Opportunity/Accessibility:**

**a. How do you make sure your programs are accessible to all, inclusive and culturally appropriate?**

We accept referrals from all individuals and/or couples, 60 and over, who need our services. When necessary and possible, we secure the services of translators who are themselves cultural peers of the clients. The case managers meet with the clients in their own homes and, for those individuals who prefer to come to us, our building is accessible. The congregate meals are held in ADA approved sites. To assure equal opportunity in hiring, we adhere to federal non-discrimination policies. Staff with disabilities is accommodated to the best of our capabilities. Our board is recruited from the community and representative of the population that we serve. Consumers and residents of the various communities in which we work are represented on our board and our advisory committee.

In addition we provide diversity training to our staff whenever available.

**b. Describe the diversity status of (i) your staff for this program and (ii) your Board. How does that compare with the diversity status of the clients of the program / project you're requesting funding for?**

Many Board members are caregivers of older family members or spouses with disabilities, one member of the board founded a caregiving organization, two run Alzheimer's support groups, two manage nursing homes. Twenty percent of our staff is over 60. Two members of our Advisory Board are of Asian ancestry. We work with a small but growing number of seniors of Vietnamese and Bosnian ancestry, as well as some African refugees, and Nepalese.

**c. Describe the diversity / cultural competency trainings that your staff and Board have participated in during the last year.**

Case management staff have attended the following diversity/cultural competency training between October 1, 2010 and September 30, 2011: Diversity and working with disabilities; Building Bridges Out of Poverty; 2011 Cultural Awareness Workshop – International Health Care Lessons from the Field; staff also attended the 2011 Gerontology Symposium – Quality of Life, Making it Better not just Longer.

**IX. Impact and Evaluation:**

**a. How do you define success? How do you measure it? How many of your beneficiaries achieve it?**

For CVAA success is defined by our ability to meet the needs of our clients as defined by the client. Our goal is to help people to remain independent and in their own homes for as long as they choose and are able to do so. We regularly survey our clients to see if we are accomplishing this task and to monitor client satisfaction with our services. In addition, the Department of Disabilities and Independent Living provides Quality Assurance reviews of our program and satisfaction surveys as well. According to recent surveys, our clients rate the quality of the services that they receive from CVAA very high and are very satisfied with the assistance they receive from their case managers. The majority of individuals surveyed also feel that CVAA services have helped them to remain in their own homes. Eighty-four percent of individuals surveyed this past year believe that case management services helped to improve their quality of life. Ninety-two percent believe that the services provided helped the individual to be able to remain in his/her own home. Eighty-six percent of respondents felt that the assistance provided helped the individual meet monthly living expenses.

**b. If this is an existing project:**

**1. What were your projected accomplishments for your most recent completed funding period or fiscal year?**

150 Burlington seniors will receive case management services from one case manager.

Each senior will receive a needs assessment and assistance to address the identified needs.

45 seniors will receive in-home services under the Long Term Care Medicaid Waiver Program.

65 seniors will be assisted with Public Benefits problems, applications and appeals this will include 3SquaresVt, Fuel assistance, Medicaid, Long Term Care Medicaid, Medicare Part D, Vermont Pharmacy programs)

8 to 10 seniors will be referred for mental health counseling from an Eldercare Clinician.

8 individuals identified as self-neglect will receive intensive case management to prevent loss of home or serious harm.

2 homeless individuals will receive case management services to obtain permanent housing.

**2. What were your actual accomplishments for that period? If you did not meet projections, please explain (i) why and (ii) how you will overcome that issue in the future.**

167 Individuals were seen by one Burlington Case Manager

52 individuals received in-home services through the Long Term Care Medicaid Waiver Program

62 individuals received assistance obtaining Public Benefits

6 Seniors who were willing to receive counseling were referred to the Eldercare Clinician

Five new individuals were identified as self neglect and received case management assistance

2 homeless individuals received assistance through case management services to obtain permanent housing.

**X. Community Participation & Partners**

**a. How are the community and/or program participants involved in decision-making and in identifying the program need, design and/or evaluation?**

Our programs are client-directed and person-centered. We have made training around person-centered planning a priority this year so that we have strengthened our focus on goal identification and planning. The client is responsible for decision making once the case manager has presented all of the information and options available so that they can make informed choices about the services and programs they wish to participate in. The case manager can help the client identify their own goals and desires for assistance and provide some guidance and support in the decision making process. We survey clients to determine if the services that we are providing are meeting their needs and that they are satisfied with them. We also use our advisory committee and focus groups to regularly provide feedback on the services that we provide and to identify unmet needs in the community.

**b. Who do you mainly work with (i.e., what partners) to get the outcomes you want for your clients?**

We work very closely with the VNA (Visiting Nurse Association) for service provision, nursing and physical therapy needs and service coordination. We also work with the Department for Children and Families/Economic Services Division for the provision of public benefits for our clients as well as eligibility determinations for the Choices for Care Long Term Care Medicaid eligibility. The Department of Aging and Disabilities Long Term Care clinical coordinators work closely with our staff to determine the clinical eligibility for our clients when we help them access the Choices for Care services. Other organizations in the community that we work very closely with include the Adult LIT team in Burlington, COTS, the Burlington Shelter, the Hoarding Task Force, the VA clinic, all of the nursing and residential care homes in Burlington and Chittenden county, CVOEO, Fletcher Allen Hospital, local physicians, HomeShare Vermont, the for profit home care organizations, Senior centers, Adult Day centers, all of the Senior Housing organizations including Cathedral Square, Burlington Housing Authority and Champlain Housing

**XI. Sustainability**

**a. How will this project have a long-term benefit to the City of Burlington?**

Case management for seniors is a valuable resource for information about services and programs serving seniors. Our program is a referral source to the city when there are older individuals that have been identified at risk and in need of care or services. We currently work collaboratively with most of the organizations serving Burlington residents and can provide senior's focused information and assistance that is not offered by any other organization in the community. We often work as part of a team to address the needs of frail, low income seniors.

**b. If the project ends, will that benefit continue?**

We rely on funding through the federal Older Americans Act which has been level funded for many years and funding through programs like the Choices for Care Medicaid Waiver. The Agencies on Aging around the state work with legislators to increase funding for services for seniors. Case management is a high priority for our agency. We provide a unique and necessary service to the community, one which will continue to grow in importance as the aging population grows. Despite funding deficits, we are committed to providing a high quality case management program to the community.

**c. If CDBG funding ends, will the project be sustainable (i.e., able to continue)?**

CVAA is dedicated to our mission to serve individuals 60 and older to remain independent in the community. Losing funding would impact our ability to provide services to all seniors that we serve so we would continue to provide assistance by prioritizing by highest need and establishing waiting lists for services.

**XII. Consistency**

**a. What Consolidated Plan objective does this project support?**

- DH-1.4 Help 3,585 residents each year over the next five years to remain housed and living independently
- SL-1.1 Provide 880 homeless residents with shelter and services each year over the next five years.
- EO-1.3 Help 50 residents with improved access to economic opportunity each year over the next five years.
- SL-1.2 Help 2,000 residents access nutritious food each over the next five years.
- SL-1.4 Help 400 residents access health and public safety services each year over the next five years.

**b. What other City plans, if any, does this project support or complement?**

N/A

**XIII. Readiness to Proceed**

**a. Is the project ready to begin July 1, 2012 and be completed by June 30, 2013?**

YES

**b. If not, what are the expected start and completion dates?**

**c. Are there any other conditions (i.e., obtaining permits, the availability of other funding, etc.) that may affect your ability to begin or complete this project?**

**XIV. Financial Narrative**

**a. Why should CDBG resources, as opposed to other sources of funding, be used for this project?**

We rely heavily on both Federal and State funding. More than 75% of our revenue comes from the Federal Older Americans Act, Medicaid Waiver and State funding sources, alone. We are restricted from charging fees for our services so any and all other sources of revenue are critical.

**b. Describe your use of community resources. For example, will your project be matched or leveraged with other funding sources or resources (such as volunteers) that don't appear in the budget summary below?**

CVAA as a whole utilizes between 800 and 900 volunteers throughout the year assisting our clients in many ways. Their services range from being a 'Friendly Visitor', a driver for Meals on Wheels, a cook at a community meal site or a wellness instructor for any one of our many fitness and health programs, just to name a few. The knowledge and specialized training our Case Managers need to perform their work limits the use of volunteers in assisting with this program.

**c. Has your organization had any significant changes in funding levels over the last year? If so, please describe.**

We received level federal funding last year and are anticipating sizeable cuts this year. Our State funds were reduced by 2% last year and we anticipate larger cuts this year.

**d. What percent of Agency funds are used for administration vs. program costs?**

Less than 15% of our total expenses are related to administration and fund raising combined ( 14.6%).

**XV. Budget**

**a. Summary**

	Project		Agency	
	Current	Projected	Current	Projected
CDBG	\$ 10,525	\$ 15,000	\$ 10,525	\$ 15,000

State	60,840	85240	1,539,561	1,570,011
Federal	101,575	84600	2,791,407	2,787,532
United Way	2,385	3840	104,606	100,000
Private			236,637	222,957
Program Income			0	0
Other	2,047	3180	210,825	164,000
<b>Total</b>	<b>\$ 177,372</b>	<b>\$ 191,860</b> **	<b>\$ 4,883,036</b>	<b>\$ 4,844,500</b>

\* Must match your CDBG request amount on Page 1.

\*\* Must match in all three boxes on Pages 7 and 8.

**b. Proposed Project Budget Sources**

CDBG	\$ 15,000 *
<b>Other Federal – please specify funder and program (i.e., HUD – Emergency Shelter Grant, etc.)</b>	
Older Americans Act Title III B	\$ 21,290
Medicare Waiver	\$ 63,310
	\$
	\$
<b>State – please specify funder and program (i.e., Department of Health – AIDS Prevention, etc.)</b>	
State General Fund	\$ 85,240
	\$
	\$
	\$
United Way of Chittenden County	\$ 3,840
<b>Private – please specify (i.e., individual donations, foundations, faith-based organizations, etc.)</b>	
	\$
	\$
	\$
<b>Other – please specify (i.e., fee-for-service, etc.)</b>	
Town Donations	\$ 3,180
	\$
<b>TOTAL</b>	<b>\$ 191,860</b> **

**c. Proposed Budget Uses: Please be sure that all funding uses (including staff) that appear in Section IV also appear here.**

<u>Line Item</u>	<u>CDBG</u>	<u>Other</u>	<u>Total</u>
Wages	\$ 10,875	\$ 86,300	\$ 97,175
Fringe	\$ 4,125	\$ 23,730	\$ 27,855
Travel	\$	\$ 5,450	\$ 5,450

Telephone	\$	\$ 1,450	\$ 1,450
Other	\$	\$ 59,930	\$ 59,930
<b>TOTAL</b>	\$ <b>15,000</b> *	\$ <b>176,860</b>	\$ <b>191,860</b> **

\* Must match your CDBG request amount on Page 1.

\*\* Must match in all three boxes on Pages 7 and 8.