

TO: James L. App, City Manager
FROM: Julie Dahlen, Director, Library and Recreation Services
SUBJECT: Senior Center Outsourcing to Senior Volunteer Services
DATE: June 5, 2012

Needs: For the City Council to consider outsourcing Senior Center staffing and programming to Senior Volunteer Services.

Facts:

1. The City of Paso Robles currently owns and operates a Senior Center at 270 Scott Street.
2. Historically, the Senior Center has been staffed with one full-time Recreation Coordinator, one half-time Recreation Staff Assistant (funded by the Senior Endowment Fund) and support from Public Works staff for room set ups and occasional janitorial service.
3. Due to the recession, staffing levels for LRS and Public Works have been significantly reduced; Senior Center staffing is operating without a full-time Recreation Coordinator.
4. At the March 24, 2012 Recovery Workshop, City Council directed staff to explore contract service opportunities with Senior Volunteer Services to address short-term staffing needs. Additionally, Council approved a \$60,000 annual increase in expenditures for part-time LRS staff support, a portion of which may be allocated to contracting with Senior Volunteer Services.
5. Senior Volunteer Services has submitted a viable proposal for taking over staffing and programming of the Senior Center.
6. The Paso Robles Senior Advisory Committee voted unanimously at its May 8, 2012 meeting to endorse outsourcing Senior Center staffing and programming to Senior Volunteer Services and to continue to support a half-time staff assistant with the Senior Endowment fund.
7. While the City will experience a small cost increase in the short term (funded from the Recovery priority part-time staff appropriation), ultimately, a financial benefit will accrue as historic City-funded staffing and operating costs (such as supplies, janitorial costs, office equipment replacement, etc.) are assumed by Senior Volunteer Services.

Analysis &

Conclusion: The recession required the City to freeze vacant positions, so attrition has resulted in a significant staffing shortage for the departments of Library and Recreation Services and Public Works, both of which support Senior Center programming and

maintenance. Returning to historic staffing levels in the foreseeable future is unlikely. Senior Volunteer Services has proposed a feasible outsourcing option which has been unanimously endorsed by the Senior Citizen Advisory Committee.

Policy

Reference: None.

Fiscal

Impact: With current Senior Center staffing levels, the City will experience a net increase in costs of \$34,000 outsourcing to Senior Volunteer Services. These costs can be covered by using a portion of the \$60,000 allocated to LRS as recovery funding to address shortages in part-time staffing. The City will actually save over \$90,000 in staffing costs by permanently outsourcing rather than rehiring at historic staffing levels.

Options:

- a. Outsource Senior Center staffing and programming to Senior Volunteer Services at a cost of \$3,200.00 per month funded from recently allocated recovery funding.
- a. Amend, modify, or reject the above option.

Attachments:

- Senior Volunteer Services' original outsourcing proposal
- Summary of final agreement points

The City of Paso Robles has identified a challenging situation with two components:

- A budget shortfall, and
- A desire to maintain the Senior Center programming as a vital service to all seniors within its geographic area.

In response, Senior Volunteer Services/RSVP is submitting this letter of interest to provide contract project management services to oversee the daily business operation of the Senior Center. Duties to be performed on a regular and ongoing basis would be:

- Provide leadership and liaison for operational aspects of the project with staff, volunteers and other community partners.
- Supervise and train project staff.
- Provide assistance to the City of Paso Robles and the Paso Robles Senior Advisory Council, consulting both on significant plans, local projects, policies, actions, proposed changes and problems affecting the Senior Center programs.
- Formulate a plan and implement recruitment, orientation and placement of Senior Volunteers to assist in carrying out the mission of the Senior Center and to augment staff in other City services.
- Approve use of the facilities by a variety of senior services partners/providers, making certain such use is consistent with the mission of the Senior Center.
- Maintain and develop cooperative working relations with a variety of community organizations and agencies and participate in community committees as appropriate.
- Coordinate Senior Center activities with various community organizations.
- Plan, develop and implement a continuous program of public relations in cooperation with the City of Paso Robles and the Paso Robles Senior Advisory Council.
- Assist in promoting the required and projected community support for the project.
- Develop and maintain financial, personnel, project and volunteer records. Adhere to the approved budget; authorize expenditures for the project including specific approval of any vouchers for reimbursement by staff or volunteers.
- Prepare and issue reports to respond to the administrative and program needs specified by Senior Center partners.
- Attend training programs and other appropriate meetings and conferences on aging, volunteerism and related fields.

In exchange for the contract management services outlined in the foregoing paragraphs, the City of Paso Robles would be billed for \$3,200 per month plus any reimbursable expenses, e.g., required travel or supplies over and above normal budgeted items. Bills would be submitted on the last day of the month, payable within 15 days.

Other terms and conditions:

- Payment for hours worked by the part-time Administrative staff person is the responsibility of the City of Paso Robles (payable from the Senior Endowment Fund).
- Benefits for the part-time Administrative staff person are the responsibility of the City of Paso Robles (considered a benefitted part-time City worker).
- Liability insurance for the facility is the responsibility of the City of Paso Robles.
- Workers Comp for the City employee and any assigned volunteers is the responsibility of the City of Paso Robles.
- All facilities and equipment maintenance would be the responsibility of the City of Paso Robles.
- Existing computer equipment as City assets would be updated as necessary and maintained by the City of Paso Robles.
- Office furniture and equipment such as phone, FAX and copy machine would be maintained by the City of Paso Robles and remain City assets.

An evaluation of the efficacy of the contract arrangement would take place at 90 days and 6 months. If all is well, the contract would run for three years, with an annual evaluation for both performance and remuneration.

Either party may opt out of the contract with 90 days written notice to be provided via e-mail and U.S. Postal Services delivery.



Senior Volunteer Services



660 Pismo Avenue, San Luis Obispo, CA 93401
E-mail: rsvpslo@srvolunteer.org

805.544.8740
FAX 805.544.9146

February 7, 2012

Diane Maiorano
Chair

Lynda Holt
City of Paso Robles

Doris Highland
Secretary

Dear Lynda:

Thank you for attending our Board Meeting and outlining the opportunity to partner with the City of Paso Robles to provide ongoing project management services to the Paso Robles Senior Center. Attached you will find our first draft at responding to your suggestion to submit an offer to provide such services at the Senior Center.

Steve Austin
Treasurer

Please consider this a first draft that is meant to start the conversation in earnest. We are excited at the prospect of such a collaborative effort and open to suggestions.

Thom Geiger
Member

After you've reviewed the document please give me a call at 544-8740. If you have any questions just let me know.

Yours in service,

Zaf Iqbal, PhD
Member

Marie Brinkmeyer
Executive Director

Leon Leornas
Member

George Murray
Member

Attachment
Cc: Executive Committee

James Wall
Member

Betty Woolslayer
Member

**PASO ROBLES SENIOR CENTER
OUTSOURCING PROPOSAL SUMMARY
Final Agreement Points**

RSVP/Senior Volunteer Services to provide:

- 30 hour/week coordinator
- Activities and materials budget (special events, coffee service, office supplies, etc.)
- Volunteer coordination
- Programming

Senior Endowment Fund to support:

- 18 hour/week assistant

City of Paso Robles to provide:

- Senior Center facility
- Major building maintenance (repairs and landscape service, not janitorial)
- Utilities
- Phone
- Internet service
- Public computers
- Copy machine and maintenance contract
- Office computers (City property to be transitioned to RSVP/SVS)
- \$3,200 monthly payment. RSVP/SVS to also receive all Senior Center membership dues.

RESOLUTION NO. 12-XXX

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PASO ROBLES
TO OUTSOURCE SENIOR CENTER STAFFING AND PROGRAMMING
TO SENIOR VOLUNTEER SERVICES

WHEREAS, the City of Paso Robles currently owns and operates a Senior Center at 270 Scott Street; and

WHEREAS, historically, the Senior Center has been staffed with one full-time Recreation Coordinator, one half-time Recreation Staff Assistant (funded by the Senior Endowment Fund) and support from Public Works staff for room set ups and occasional janitorial service; and

WHEREAS, due to the recession, staffing levels for LRS and Public Works have been significantly reduced; Senior Center staffing is operating without a full-time Recreation Coordinator; and

WHEREAS, at the March 24, 2012 Recovery Workshop, City Council unanimously directed staff to explore contract service opportunities with Senior Volunteer Services to address short-term staffing needs. Additionally, Council approved a \$60,000 annual increase in expenditures for part-time LRS staff support, a portion of which may be allocated to contracting with Senior Volunteer Services; and

WHEREAS, Senior Volunteer Services has submitted a viable proposal for taking over staffing and programming of the Senior Center; and

WHEREAS, the Paso Robles Senior Advisory Committee voted unanimously at its May 8, 2012 meeting to endorse outsourcing Senior Center staffing and programming to Senior Volunteer Services and to continue to support a half-time staff assistant with the Senior Endowment fund; and

WHEREAS, while the City will experience a small cost increase in the short term (funded from the Recovery priority part-time staff appropriation), ultimately, a financial benefit will accrue as historic City-funded staffing and operating costs (such as supplies, janitorial costs, office equipment replacement, etc.) are assumed by Senior Volunteer Services.

THEREFORE BE IT HEREBY RESOLVED by the City Council of the City of El Paso de Robles to outsource Senior Center staffing and programming to Senior Volunteer Services at a cost of \$3,200.00 per month funded from recently allocated recovery funding.

ADOPTED by the City Council of the City of El Paso de Robles at a regular meeting of said Council held on the 5th day of June, 2012, by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

ATTEST:

Duane Picanco, Mayor

Caryn Jackson, Deputy City Clerk