



# CITY COUNCIL AGENDA REPORT

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MEETING DATE: JUNE 10, 2014

ITEM NUMBER:

**SUBJECT:** SENIOR CENTER OPERATIONS - PROPOSAL FOR CITY TO PROVIDE PROGRAMS AND SERVICES

**DATE:** JUNE 5, 2014

**FROM:** PARKS AND COMMUNITY SERVICES DEPARTMENT

**PRESENTATION BY:** TAMARA LETOURNEAU, ASSISTANT CHIEF EXECUTIVE OFFICER

**FOR FURTHER INFORMATION CONTACT:** PENNY LOOMER, INTERIM RECREATION MANAGER  
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## **RECOMMENDATION:**

Staff recommends that the City Council approve the following recommendations regarding the Senior Center operations to provide an opportunity for the Senior Center to thrive:

1. Invoke the 90-day termination clause in the current Agreement between the City and the Costa Mesa Senior Corporation (Attachment 1).
2. Adopt by resolution the exception to the 180-Day Wait Period GC Sections 7522/56 and 21224 (Attachment 3) to retain the services of a retired PERS employee who is a former Senior Center Director at another public agency.
3. Adopt Resolution No. 14-\_\_\_\_ (Attachment 4), which establishes the new Senior Center Program Administrator job description (Attachment 5); and corresponding salary range.
4. Authorize the CEO to execute a three (3) year contract with one optional two (2) year extension with Allied Nationwide Security Inc. to provide security services at the Senior Center during hours of operation.
5. Approve one (1) year of free membership for all seniors who sign up at the center.

## **BACKGROUND:**

On October 3, 1988, the City Council authorized the formation of the Costa Mesa Senior Corporation (CMSC). In 1988 a Memorandum of Understanding (MOU) was executed between the City and the CMSC. The MOU identified the CMSC as the group that was to maintain and operate the Senior Center facility.

In 1991, the City entered into a five-year Agreement with the CMSC. The current Agreement, executed on July 1, 2010 will expire on June 30, 2015 (Attachment 1).

On February 18, 2014, the Costa Mesa Senior Corporation Board meeting announced that the Board's funds were almost exhausted and that they would be in serious financial difficulties by June 2014. At that meeting the Board appointed a committee to meet with City staff to explore

alternatives and determine the best alternative that would provide the highest quality of services to the Costa Mesa senior community without interruption of the existing services.

The first Committee meeting was held on March 5, 2014, where the City Council liaison for the Senior Center, staff, and appointed committee members discussed possible alternatives for the Senior Center. City staff presented and proposed an agreement which includes the City absorbing the financial responsibility for the cost of personnel necessary to program and manage the day-to-day operations of the Senior Center, and the new role of CMSC Board to function as an advisory body to the City Council.

Subsequent Committee meetings have been held over the last several months. These meetings have produced a draft agreement (Attachment 2); however, the CMSC's Board has yet to execute it. One item that has not been resolved is a request that the City indemnify the Board over the Board's employees and personnel issues. City staff strongly recommends that the City Council not approve this request as the City currently has no control over any of the Board's personnel.

Services at the Center continue to decline. The City receives daily complaints of poor customer service, lack of services, and concerns regarding the management of the operations. Due to the grave financial circumstances facing the CMSC, and the progressive decline in services, immediate action is required to provide the City's seniors with the care, attention, and benefits they deserve.

### **ANALYSIS:**

The CMSC Board's Financial Officer reported that the Senior Center's funds would only last through June 2014, and while funding is critical, it is not the only issue that needs to be addressed. Prior to the formation of the Committee, the City retained the services of Management Partners to conduct an organizational and operational review of the Senior Center. The review noted that participation in programs decreased by 20% and volunteer hours decreased by 35% when compared with FY 2008-09 and FY 2011-12. This decrease in program participation and hours volunteered is significant and can be attributed to a number of factors, such as: decrease in programming, limited resources, health and safety issues, etc. In order to address the current situation of the Senior Center, City staff has prepared the following recommendations:

#### *Staffing*

A critical aspect of invoking the ninety (90) day termination clause is the continuation of services to the seniors at the Senior Center. For the last several months, staff has been concerned about some of the issues that are taking place at the Center, which include:

- Withdrawal of the CDBG Grant application
- Cancellation of classes
- Cancellation of special events
- Lack of planning for future events
- No May issue of *The Chronicle* newsletter
- Cancellation of the Brown Bag food service provided by Second Harvest. (Due to City staff's intervention, this program will continue to be provided).

If approved, staffing will be a critical part of the effort to provide continued services.

## **Short-Term Transition Staffing Plan**

Upon invoking the ninety (90) day clause, City staff intends to work alongside the existing Senior Center staff to assure the continuation of programs and services as well as a smooth transition.

The transitional plan consists of part-time staff to immediately begin to plan and implement senior programs. The interim staff will include:

- A retiree who was the Senior Center Director at the City of Fullerton for thirteen (13) years. This position will supervise the overall Senior Center, the part-time staff and the 6 part-time grant funded employees. This position will provide experience and stability which will be critical in the first couple of months. The attached Resolution 14-xx (Attachment 3) is submitted per GC Sections 7522/56 and 21224 for approval.
- A marketing manager who will be responsible for the Chronicle, special events, classes and the managing of the website. (Current website has not updated the lunch menu since January).
- Other part-time staff may be employed when an actual timeline is well-defined.

## ***Long Term Staffing Plan***

The long-term staffing plan is to include one (1) full-time Senior Center Program Administrator position and nine (9) part-time positions. The approval of a proposed job description and direction to recruit for a Senior Center Program Administrator are included (Attachments 4 and 5).

In order to provide a better visual of the long-term staffing plan, staff has attached an organizational chart (Attachment 6). The Senior Center Program Administration will be responsible for the overall day-to-day operations. The Coordinator will be responsible for coordinating the activities of the four specialists who will focus on Recreation, Social Services, Nutrition and Transportation. Volunteers and part-time staff will be used on an as-needed basis to set up for classes and rentals. Staff will supervise the grant funded position that provides a Social Welfare Worker, lunches and van drivers. The total staffing costs are \$260,000 per year.

## ***Security***

The recent influx of homeless and transients at and around the Senior Center has deterred and frightened seniors from attending. Stories range from being accosted in the parking lot for money, to having a purse stolen while at the Center's library.

On a daily basis, Senior Center staff has observed homeless sleeping on the premises, storing personal belongings, loitering, urinating, and human feces by the building and parking lot. This current condition of the assertiveness of some homeless and transients at the Center has deterred some from attending and has frightened others. Staff believes that seniors wishing to participate in the programs offered at the Center should not feel afraid or intimidated, but should be able to experience an enjoyable, welcoming, entertaining and safe visit.

Staff has worked with the Costa Mesa Police Department to address these issues in the best possible manner considering the available resources and concur that the best solution is to hire an unarmed security guard to provide a safe entry and to deter criminal activity. Staff requested informal bids from four (4) security companies and received responses from three (3), (Attachment 7). Staff is recommending that the City Council authorize the City CEO to retain the services of Allied Nationwide, Inc., based on qualifications, ability to tailor services to the Center's needs, and excellent references received from current clients (Attachment 8). Staff is recommending that the City Council authorize the CEO to execute a three (3) year agreement with one optional two (2) year extension with Allied Nationwide Security Inc. to provide security services at the Center during the hours of operation at a total annual cost of \$30,000.

Upon City Council authorization, staff will prepare and execute a Professional Service Agreement between the City and Allied Nationwide, Inc.

***Facility Improvements***

In an effort to provide a smooth transition, staff has been meeting with contractors to coordinate bids for building improvements that will be necessary to incorporate the Center back into a City facility. Those improvements include networking (which will include Wi-Fi) and cutting the existing counter to make it ADA compliant, painting, and some new flooring in the lobby area.

***Free Membership for one (1) year***

Staff is proposing that the City Council approve a one (1) year free membership period for seniors who sign up during FY 2014-2015. This special offer would help promote the Center and increase membership participation. A free one-year membership will attract more seniors to the Center and will provide them with the opportunity to enjoy and benefit from the array of programs and services offered.

**ALTERNATIVES CONSIDERED:**

The City Council could choose not to invoke the 90 day clause and wait for the CMSC to exhaust their funding sources. This alternative is not favorable as it can result in a decrease in programs and services for senior citizens and lead to the possible closure of the Senior Center.

**FISCAL REVIEW:**

Prior to FY 14-15, the City provided CMSC with \$240,000 per year for the operations of the Center, which does not include the several hundred thousand dollars in in-kind value services. The FY 14-15 budget includes an additional \$60,000 for a total of \$300,000 for the operations of the Senior Center. The proposed amount will fund the cost for staff (\$260,000); cost for security services (\$30,000); and programming (\$10,000).

In addition, \$200,000 has been included in the FY 14-15 CIP budget for necessary building improvements.

**LEGAL REVIEW:**

The City Attorney has reviewed and approved all items listed in the recommendations.

**CONCLUSION:**

The Costa Mesa Senior Center has, for many years, provided programs and services that benefit the seniors in the community. The City's and the CMSC's goal is to provide the best possible programs and activities to the Costa Mesa seniors without interruption of service and in a safe and welcoming environment. Staff's recommendations will provide an opportunity for the City to have a professional, welcoming, and thriving Senior Center with outstanding services and programs.

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Assistant CEO

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**PENNY LOOMER**  
Interim Recreation Manager

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**THOMAS R. HATCH**  
Chief Executive Officer

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**TOM DUARTE**  
City Attorney

Attachments:

1. [Agreement between the City and the Costa Mesa Senior Corporation](#)
2. [Draft Agreement between the City and the Costa Mesa Senior Corporation](#)
3. [Resolution for Exception to the 180-Day Wait Period GC Sections 7522/56 and 21224](#)
4. [Resolution No. 14-\\_\\_\\_\\_\\_](#)
5. [Senior Center Program Administrator job description](#)
6. [Senior Center Organizational Chart](#)
7. [Informal Bid Requests for Security Services at Costa Mesa Senior Center](#)
8. [Allied Nationwide Inc. Proposal](#)