



June 9, 2020

Aneliza Del Pinal, CEO
Sourcewise
3100 De La Cruz Blvd, Suite 310
Santa Clara, CA 95054

Dear Ms. Del Pinal,

Thank you for your May 20 letter sent in response to our May 14 letter outlining concerns about Sourcewise's planned changes to Senior Nutrition Meals on Wheels program funding and administration. We took your statement that "it would not be appropriate for [you] to share all of the details of this contract with all of [us]" as an answer to our request to meet. And we disagree that sharing information about the use of public funds is inappropriate. We write again in response to your letter and to reiterate our concerns.

We understand that, following receipt of our letter, Sourcewise issued a request for proposals (RFP) for home delivered meals effective July 1, 2020 through June 30, 2021. While deciding to competitively bid the program is a step in the right direction, many concerns remain. For example, the RFP includes a due date of June 17 for proposals, with a service start date on July 1. Reviewing proposals, selecting a vendor, negotiating a new agreement, and standing up a new service in 14 calendar days would be an extraordinary challenge under the most forgiving circumstances. Doing it this way, by choice, in the height of a global pandemic seems to invite disaster.

In our first letter, we posed a number of questions about how this transition will affect beneficiaries. Your letter left most of them unanswered. As the Area Agency on Aging, Sourcewise is responsible for ensuring that eligible seniors have access to nutrition services. At the heart of the matter, Sourcewise has yet to explain how it plans to continue services to existing Meals on Wheels beneficiaries that are currently served by the County. We were perplexed to see the listed value of the RFP set at \$1.63 million—28% lower than the current program budget of \$2.25 million. Demand for this service is significantly up and Sourcewise has received approximately \$3.3 million in supplemental federal emergency funding to cover the increase.

Relatedly, we remain concerned about the use of aforementioned supplemental federal funds received by Sourcewise to respond to increased needs of seniors during this pandemic. We are not aware that Sourcewise has used any of these funds to increase services, and encourage

Sourcewise to demonstrate how it has done so. We reiterate our previous encouragement that Sourcewise spend its supplemental federal funds to meet the increased demand for nutrition services.

We also understand that, following receipt of our letter, Sourcewise announced it would hold two public hearings to review its Area Plan on Aging 2020-2024. As you know, the Older Americans Act requires that the development of the Area Plan include public input. Given that Sourcewise chose not to hold hearings until five days before the new Area Plan takes effect, it is unclear how this purpose will be effectively served. We encourage Sourcewise to publicly post the Area Plan in advance of the public hearings, so that members of the public have the chance to review the Plan *before* the hearings and are given time to form impressions that may lead to public input.

We remain concerned that Sourcewise seems determined, for reasons we have not yet discerned, to make major changes to the Senior Nutrition Program without making adequate preparations, allowing for an appropriate transition of services, or receiving public input. We are left to wonder: what's the hurry? We encourage Sourcewise to execute a short-term contract extension, develop an area plan that incorporates public input, and conduct a thoughtful RFP process that yields a longer term agreement.

We are still interested in meeting with you to better understand Sourcewise's plans and to begin a dialogue about how we will work together. Please let us know when you are available. You are welcome to contact the chair of the Aging Services Collaborative of Santa Clara County, Sheri Burns, to advise the committee of June dates and times you can accommodate: Sherib@svilc.org.

Sincerely,



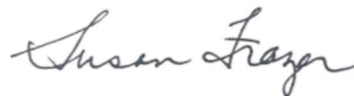
Amy Andonian
President & CEO
Avenidas



Bob Brownstein
Strategic Advisor
Working Partnerships USA



Sheri Burns
Co-chair
Aging Services Collaborative



Susan Frazer
Regional Director, Community Living
Institute on Aging



Michele Lew
Chief Executive Officer
The Health Trust



Christine M. Tomcala
Chief Executive Officer
Santa Clara Family Health Plan

CC: Jeff Tepper
Kim McCoy Wade
Robert Menococci
Senator Jim Beall
Assemblymember Ash Kalra
Congresswoman Zoe Lofgren
Supervisor Cindy Chavez
Supervisor Joe Simitian

May 20, 2020

Dear Long Term Services Collaborative,

I received your letter Friday, May 15, 2020, and I deeply appreciate your concerns about food resiliency in our County. I share them. The unprecedented pandemic we are experiencing has caused the most rapid spike in food insecurity we have experienced in our lifetime.

We understand that this need will not be met by one agency, so Sourcewise has been actively engaged with the Non-Profit Leadership Council, a collection of partners representing the food interests of vulnerable populations in our County. This Council works within the City of San Jose, which is leading County-wide food emergency efforts.

Sourcewise has also taken a leadership role in streamlining access points for older adults seeking food programs, including the Silicon Valley Strong initiative, the Great Plates program, the Statewide Aging and Adult Information line for older adults, and receiving and managing Meals on Wheels calls through the Governor's local 211 initiative.

As the State mandated Area Agency on Aging, we have a chartered fiduciary responsibility to the operations and efficiencies of all programs, where we recognize a capacity improvement for all services. We see a clear opportunity to make such improvements in the Meals on Wheels program for Santa Clara County. I assure you that the decision to transition the remainder of the Meals on Wheels administrative tasks in house was made in the interest of our clients and the community. Sourcewise already manages the majority of the administration of the Meals on Wheels program, which will not change. Absorbing the remaining tasks is projected to significantly reduce administrative costs and increase efficiencies, making more resources available for services.

Just as we do not share the details of the contracts we have with some of you with other private organizations, it would not be appropriate for me to share all of the details of this contract with all of you. Rest assured that I have made a standing offer to meet with the relevant public officials. I am happy to address your concerns as best I can, though, and clarify what may be misunderstandings about the changes we are (and aren't) making. Most importantly, **Sourcewise has no plans to discontinue funding the Senior Nutrition Program.** We will continue to support the County's congregate efforts, as we believe this is where the partnership and the funding is most impactful to older adults that receive assistance.

You have asked how beneficiaries and vendors will be notified of the change, as well as asking other questions about the transition. Sourcewise's contract with the Senior Nutrition Program provides guidelines for transition in the event of changes, including notification, process, and prevention of service disruption. We have invited them to develop the transition plan with us and shared with them our intent to be collaborative and supportive throughout this transition so that clients have a seamless experience.

Sourcewise has been working with all of our grantees, including the Senior Nutrition Program, to share direction from the State and relax guidelines to institute alternative models, like to-go meal pickup, and we have provided additional funding to our partners as it has become available for use. All supplemental federal funds are going directly to ensuring that our services are maintained





and/or enhanced. Given a reduction in State allocations in the most recent May revise, federal funds will be crucial to sustain this important program. Per their most recent annual report, the Senior Nutrition Meals on Wheels program provided 685,233 meals, not the quoted 1.24 million. The five-year trend on this service has remained relatively flat, with a 0.41% increase in FY17-18 vs. the prior year FY16-17 of 688,022. The 20,000 meal deficit that was quoted is indeed concerning, and that is the total across all sectors and age groups. (Although this number has most likely risen since the report.) Funding through the Older Americans Act, like Meals on Wheels, is available only to older adults aged 60+. We are working to make that funding go as far as it can while respecting those requirements.

Sourcewise hosts public hearings to discuss our Area Plan on Aging, outlining priorities informed by a County wide needs assessment that is conducted every four years through a robust stakeholder and public process. The most recent public hearings were suspended due to COVID-19 County and State restrictions. We are collaborating with our State partners on alternate methods of conducting our planned public meetings as well as emergency response revisions needed in light of the pandemic. I welcome your participation and feedback throughout this process.

I am eager to stay in touch with you and support your committee's work on Long Term Services and Supports Integration in Santa Clara County once the Area Plan on Aging provides a clear path of priorities for our organization.

Aneliza Del Pinal

Chief Executive Officer
Sourcewise

CC: Jeff Tepper
Kim McCoy Wade
Robert Menococci
Senator Jim Beall
Assemblymember Ash Kalra
Congresswoman Zoe Lofgren
Supervisor Cindy Chavez
Supervisor Joe Simitian

