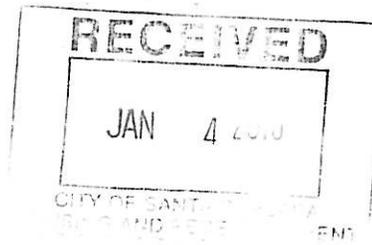




FAMILY SERVICE AGENCY
Since 1899



ATTACHMENT

Santa Barbara
123 West Gutierrez Street
Santa Barbara, CA 93101
(805) 965-1001

Santa Maria
120 East Jones Street,
Suite 123
Santa Maria, CA 93454
(805) 925-1100

Lompoc
110 South C Street,
Suite A
Lompoc, CA 93436
(805) 735-4376

December 14, 2009

Sue Gray
City of Santa Barbara
P.O. Box 1990
Santa Barbara, CA 93102

Dear Ms. Gray:

It is with pleasure that we inform you of the successful transition of the Homemaker program from Family Service Agency to Visiting Nurse & Hospice Care of Santa Barbara. As you are aware, FSA operated the Homemaker program for over 20 years, but current economic conditions and decreased funding opportunities necessitated that the agency discontinue its operation of the program. Fortunately, Visiting Care & Companions, a program of Visiting Nurse & Hospice Care of Santa Barbara, agreed to acquire the program and continue service to clients in Santa Barbara and Lompoc. VNHC's assumption of the program will allow the Homemaker program to continue its very important and successful services to seniors, allowing them to stay independent and in their homes for as long as possible. This transition is also an example of how similar services by non-profit organizations in this community can in many cases be successfully consolidated. This transition was clearly the way to go in this case and will allow this program to continue to provide its important and much needed services.

Beginning the end of September 2009, FSA began to inform current Homemaker clients that the program would be transitioned to VNHC. Clients were assured that they would continue to receive the same level and amount of services that they were currently receiving. They were also informed of our hope that their current Homemaker would also consider making the transition from being an employee of FSA to being employed through VNHC. With the switch of the staff member to VNHC, the client would likely be able to continue to receive services after the transition from the Homemaker they have come to know and trust. As it turned out, all of the Lompoc Homemaker staff and all but two of the Santa Barbara Homemaker staff were hired by VNHC. The two employees who did not move to VNHC were offered employment, but declined in order to pursue other opportunities.

Clients started to transition beginning October 1, 2009, and the transition was completed on October 15, 2009. All clients who had indicated an interest in continuing services under the auspices of VNHC signed a release of information in order for their records to be transferred from FSA to VNHC. During this transition period, clients received a visit from one of VNHC's staff members who familiarized the clients with VNHC and conducted a brief clinical and needs assessment. Of the 140 open Homemaker clients at the time of program transition, only two declined to

Board of Directors
Marni Cooney
President
JoAnne Meade Young
Vice President/Development
Mary Harvey
Vice President/Programs
Fred Rifkin
Treasurer
Alice Down
Secretary

Katya Armistead
Kelly Briggs Boss
Charles C. Gray
Cheri Jasinski
Virginia Moreno, MFT
Kathy O'Leary
Dr. Eleazar Ruiz
Jeffrey Slay
Tom Thomas
Marshall Tulin
Shawn Walters
Jonathan K. Wang, JD, CFP®
Andrew R. Wilson
Stephanie Wilson

Honorary Directors
Patricia Dillon Bliss
Mrs. William Bolly
Ghita Ginberg
Shirley Ann Hurley
Jan Severson

Executive Director
William E.G. Batty III, MSW



www.fsacares.org

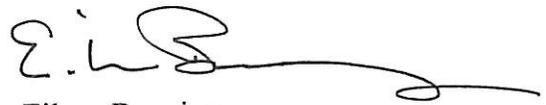
continue with services provided through VNHC. In both cases it was because their Homemaker did not transition, therefore they decided not to be assigned another Homemaker and consequently made other arrangements for services. Since October 15 all Homemaker services have been provided by VNHC staff.

Family Service Agency will invoice for all Homemaker services provided from July 1, 2009, through September 30, 2009. Visiting Nurse & Hospice Care will be invoicing for all services provided subsequent to October 1, 2009. Please feel free to contact either of us directly if you have any questions, or require any additional information regarding this program transition. Thank you for your continued support of this program and for supporting all of the other human-service programs in this community.

Sincerely,



William E.G. Batty, III
Executive Director
Family Service Agency
bill@fsacares.org
(805) 965-1001



Eileen Bunning
President & CEO
Visiting Nurse & Hospice Care