



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

P.O. Box 7988
San Francisco, CA
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London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: KELLY DEARMAN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS DS
EL

DATE: APRIL 5, 2023

SUBJECT: NEW GRANT: **COMMUNITY LIVING CAMPAIGN (NON-PROFIT)** TO PROVIDE TRANSPORTATION ACCESS PROGRAM

GRANT TERM: 4/1/2023 - 6/30/2025

GRANT AMOUNT:	<u>New</u> \$177,750	<u>Contingency</u> \$17,775	<u>Total</u> \$195,525
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ANNUAL AMOUNTS:	<u>FY22/23</u> \$19,750	<u>FY23/24</u> \$79,000	<u>FY24/25</u> \$79,000
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	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$177,750			\$17,775	\$195,525
PERCENTAGE:	100%				

The Department of Disability and Aging Services (DAS) requests authorization to enter into a new grant agreement with Community Living Campaign for the period of April 1, 2023 through June 30, 2025 in an amount of \$177,750 plus a 10% contingency for a total amount not to exceed \$195,525. The purpose of the grant is to provide a transportation access program for older adults and adults with disabilities.

Background

Access to reliable and affordable transportation is a critical component of promoting wellness and reducing isolation. To thrive in their homes and communities, older adults and adults with disabilities need the ability to access jobs, medical care, and other services, as well as find opportunities for social interaction.

Transportation can be a challenge for all San Franciscans, but older adults and adults with disabilities face increased barriers to travel. Taking transit can be difficult due to a lack of seating at bus stops, steep hills between bus stops/destinations, onerous transfers, and inaccessible transit stations and stops. In addition, rising transportation costs can seriously strain the budget of those on a fixed income.

When the COVID pandemic began in the spring of 2020, the San Francisco Municipal Transportation Agency (SFMTA), the city's transit and Paratransit provider, suspended the majority of their transit service. To help fill the gaps for older adults and adults with disabilities, the agency created a new low-cost taxi program called the Essential Trip Card (ETC). Community Living Campaign (CLC) collaborated with SFMTA to fully subsidize these taxi rides for older adults and adults with disabilities by covering the rider contribution of the program. This leverages SFMTA's contribution and provides no-cost taxi rides to older adults and adults with disabilities for essential trips.

Since its start, the program has shown a tremendous impact on the lives of program participants. Through advocacy and support from District Supervisors, this program secured funding through the Board of Supervisors addback process.

Services to be Provided

Grantee will administer the Transportation Access Program and support the transportation needs of older adults and adults with disabilities. The program will have three service categories. (1) Grantee will provide transportation subsidies that will fully subsidize essential trips by covering the rider contributions of city transportation programs. (2) Transportation support for older adults and adults with disabilities as they navigate transit options, and sign-up for the different city transportation programs (ETC, Paratransit). Grantee will also check in with participants if additional

subsidies are needed and share transit/program changes. (3) Outreach will be provided to older adults and adults with disabilities and organizations serving the target population. Grantee will also coordinate with SFMTA program partners for cross-promotion.

Selection

Grantee was selected through Informal Bid #1077 – DAS Transportation Subsidy, which was competitively bid in January, 2023.

Funding

Funding is provided through County General Funds.

ATTACHMENTS

Appendix A

Appendix B

Appendix A - Services to be Provided

Community Living Campaign

Transportation Access Program

April 1, 2023 to June 30, 2025

I. Purpose

The purpose is to provide transportation subsidies for older adults and adults with disabilities living in San Francisco. This program will maintain or improve the well-being of older adults and adults with disabilities by supporting their transportation needs and enabling individuals to live independently in their own homes and communities.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transfer, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CA-GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
Communities of Color	An inclusive term and unifying term for persons who do not identify as White, who have been historically and systemically disadvantaged by institutionalized and interpersonal racism.
City	City and County of San Francisco, a municipal corporation.
DAS	Department of Disability and Aging Services

Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment
Grantee	Community Living Campaign
LGBTQ+	An acronym/term used to refer to persons who self-identify as non - heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person's primary language.
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
MUNI	San Francisco's transportation network of fuel-efficient Muni buses, light rail Metro trains, historic streetcars, and iconic cable cars that cover all corners of the city.
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human Services Agency.
Older Adult	Person who is 60 years or older, used interchangeably with "senior"
Senior	Person who is 60 years or older, used interchangeably with "older adult"
Senior Clipper Card	Clipper is the all-in-one transit card used for contactless fare payments throughout the San Francisco Bay Area. Seniors and riders with disabilities can receive reduced fares and access to discounted passes.
SF Access Van Service	SF Access (for ambulatory persons and for persons who use wheelchairs) provides pre-scheduled, door-to-door van services.
SF-HSA	Human Services Agency of the City and County of San Francisco.

SFMTA	The San Francisco Municipal Transportation Agency (SFMTA) is a department of the City and County of San Francisco responsible for the management of all ground transportation in the city.
SFMTA Essential Trip Card (ETC)	Subsidizes about two to three round trips by taxi per month for older adults (persons 65 and older) and people with disabilities.
SF Paratransit	A van and taxi program for people unable to independently use or access public transit because of a disability or disabling health condition.
Shop-A-Round	A convenient, low-cost shuttle that makes it easier to go grocery shopping. The shuttle takes groups of riders to grocery stores or supermarkets in San Francisco where they want to shop. The service offers registered older adults and people with disabilities personalized assistance that is not available on Muni bus and rail lines.
Social Services	Service units are captured by providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, and emotional support by phone or in person.
Socially Isolated	Having few social relationships and few people to interact with regularly.
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	An individual who participates in the Transportation Access Program and the grantee reflects consumer participation in CA-GetCare through enrollment.

Target Population

This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

1. Persons with low income
2. Persons who are socially isolated
3. Persons with limited English-speaking proficiency
4. Persons from communities of color
5. Persons who identify as LGBTQ+
6. Persons at risk of institutionalization

III. Eligibility for Services

To be eligible for services, clients must be:

- 1) An older adult aged 60 years or older or
- 2) An adult with a disability, aged 18-59 and
- 3) A resident of San Francisco and
- 4) In need of transportation subsidies for essential trips

Participation in San Francisco transportation programs (SFMTA or SF Paratransit) may require additional eligibility criteria.

IV. Location and Time of Services

The program is located at 1663 Mission Street, Suite 525 San Francisco, CA 94103. Services are provided Monday through Friday: 9 a.m. to 3:30 p.m.

V. Description of Services and Program Requirements

1. There are three service categories for the Transportation Access Program:
 - a. Transportation Subsidies: The City and County of San Francisco, through SFMTA, operate programs that provide transportation subsidies. The Transportation Access Program shall help fully subsidize the trips by covering the rider contribution of the fares. Grantee shall research all available programs which include SFMTA Essential Trip Card (ETC), Paratransit Van/Taxi, and SF Access Van Service, and identify the corresponding rider contribution.
 - b. Transportation Support: This program will provide transportation support to older adults and adults with disabilities as they navigate available transit options and sign-up for the different city transportation programs (ETC, Paratransit). Grantee will also check in with consumers if additional subsidies are needed and share

- transit/program changes. Where applicable, grantees will help consumers find and apply for other free and low-cost transportation options including Free MUNI for seniors and adults with disabilities, the Senior Clipper Card, and Shop-A-Round. This support shall be provided, in-person, through the phone, or online via email.
- c. Outreach: Grantee will provide electronic and in-person program outreach to older adults, adults with disabilities, and organizations serving the target populations. Grantee will also coordinate with SFMTA program partners for cross-promotion of programs.
2. Grantee will ensure that service offerings for the Transportation Access Program are designed to:
 - a. Provide quality services that attain a high satisfaction level from participants.
 - b. Provide services that meet the needs of individual participants.
 - c. Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
 - d. Provide services that enable socialization opportunities for individual consumers.
 3. Grantee will collaborate with SFMTA and their operating partners to make sure this program will work seamlessly with the city programs and remove any administrative barriers for participants.
 4. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
 5. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th of each grant year or on a mutually agreed upon date between DAS OCP and the grantee. At a minimum, the consumer response rate shall be at least 35% of the annual unduplicated consumers.
 6. Grantee will ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers as needed.
 9. Grantee shall follow guidance or instructions from the Centers for Disease Control and Prevention (CDC), California Department of Public Health (CDPH), and local health departments related to the provision of services in the community. If there are contradictory requirements between the most current CDC, CDPH, and local health department guidance or health orders, providers should follow the strictest requirements. The grantee shall follow the requirements with the intent to maximize the health and safety of their staff and clients receiving services.

VI. Service Objectives

Grantee will enroll at minimum the number of unduplicated consumers and provide the units of service detailed in Table A below:

Table A- Community Services	04/01/2023- 6/30/2023	FY23/24	FY24/25
Unduplicated Consumers (UDC)	160	280	280
One (1) unit is one (1) unduplicated consumer served			
Transportation Subsidies	800	1,500	1,500
One (1) unit is one (1) subsidy that covers the rider contribution of a city transportation program			
Transportation Support	1,400	2,800	2,800
One (1) unit is one (1) transportation support provided. This unit shall be reported in 5-minute increments. Ex: 10-minute support through the phone will be reported as 2 units provided.			
Outreach	55	96	96
One (1) unit of service is one (1) hour of outreach provided			

VII. Outcome Objectives

1. Consumers report that the program helped them become more independent. Target: 80%
2. Consumers report that the program helped them access services and resources that improved their health condition or quality of life. Target 80%
3. Consumers report an increase in their socialization opportunities and interaction with others. Target: 80%

Based on an annual satisfaction survey created by the grantee, approved by DAS/OCP, and with a sample size of at least 35% of the annual unduplicated consumers.

VIII. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using the DAS OCP approved intake form, into the CA-GetCare database in accordance to DAS OCP policy memorandum.
2. Grantee will enter into the CA-GetCare Service Unit section all service objectives by the 5th working day of the month for the preceding month.
3. Grantee will enter monthly reports and metrics into the CARBON database system by the 15th of the following month that includes the following information:

- Number of unduplicated consumers served
 - Number and type of service units provided
4. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
 5. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
 6. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
 7. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
 8. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
 9. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10th (June-December data) and July 10th (January-June data).
 10. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
 11. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and the California Department of Aging (CDA) Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
 12. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
 13. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.
 14. For assistance with reporting and contract requirements, please contact:

Paulo Salta
Program Analyst
DAS OCP
paulo.salta@sfgov.org

and

Tara Alvarez
Contract Manager
HSA OCM
tara.alvarez@sfgov.org

IX. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM

Name Community Living Campaign	Term 4/1/2023 to 6/30/2025			
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date of Mod. No. of Mod.				
Program: Transportation Access Program 23-25				
Budget Reference Page No.(s)				
Program Term	4/1/23 - 6/30/23	7/1/23 - 6/30/24	7/1/24- 6/30/25	Total
Expenditures				
Salaries & Benefits	\$13,098	\$41,615	\$41,615	\$96,328
Operating Expense	\$4,076	\$27,081	\$27,081	\$58,237
Subtotal	\$17,174	\$68,696	\$68,696	\$154,565
Indirect Percentage (%)	15%	15%	15%	
Indirect Cost (Line 16 X Line 15)	\$2,576	\$10,304	\$10,304	\$23,185
Capital Expenditure	\$0	\$0	\$0	\$0
Total Expenditures	\$19,750	\$79,000	\$79,000	\$177,750
HSA Revenues				
General Fund	\$19,750	\$79,000	\$79,000	\$177,750
TOTAL HSA REVENUES	\$19,750	\$79,000	\$79,000	\$177,750
Other Revenues				
United Way of the Bay Area	\$8,000	\$5,000	\$5,000	\$18,000
Metta Fund	\$5,000	\$3,000	\$3,000	\$11,000
Kaiser Foundation	\$3,000	\$1,000	\$1,000	\$5,000
Total Revenues	\$16,000	\$9,000	\$9,000	\$34,000
Full Time Equivalent (FTE)	0.64	0.64	0.64	
Prepared by: Kate Kuckro		Telephone No.: 415-821-1003, x102 Date: 2/22/23		
HSA-CO Review Signature: _____				
HSA #1				10/25/2016

Program: Transportation Access Program 23-25

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		4/1/23 - 6/30/23	7/1/23 - 6/30/24	7/1/24- 6/30/25	TOTAL
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DHS Program	DHS Program	DHS Program	TOTAL 4/1/23 to 6/30/25
					(Partial Year) Budgeted Salary	Budgeted Salary	Budgeted Salary	
Director of Neighborhood Networks	\$80,000	1.00	5%	0.05	\$1,333	\$4,000	\$4,000	\$9,333
NN & Transportation Coordinator	\$50,960	0.75	35%	0.26	\$3,822	\$13,377	\$13,377	\$30,576
Transportation Ambassador 1	\$50,960	0.40	12%	0.05	\$815	\$2,446	\$2,446	\$5,708
Transportation Ambassador 2	\$50,960	0.25	100%	0.25	\$4,247	\$12,740	\$12,740	\$29,727
Operations & Analytics Manager	\$68,640	0.50	5%	0.03	\$572	\$1,716	\$1,716	\$4,004
TOTALS		4.90		0.64	\$10,789	\$34,279	\$34,279	\$79,348
FRINGE BENEFIT RATE	21.4%							
EMPLOYEE FRINGE BENEFITS					\$2,309	\$7,336	\$7,336	\$16,980
TOTAL SALARIES & BENEFITS					\$13,098	\$41,615	\$41,615	\$96,328
HSA #2								10/25/2016

Program: Transportation Access Program 23-25

Operating Expense Detail

<u>Expenditure Category</u>	TERM <u>4/1/23 - 6/30/23</u>	<u>7/1/23 - 6/30/24</u>	<u>7/1/24- 6/30/25</u>	<u>TOTAL</u>
Rental of Property				\$ -
Utilities(Elec, Water, Gas, Phone, Garbage)				\$ -
Office Supplies, Postage				\$ -
Building Maintenance Supplies and Repair				\$ -
Printing and Reproduction	\$176	\$2,100	\$2,100	\$ 4,376
Insurance				\$ -
Staff Training				\$ -
Staff Travel-(Local & Out of Town)	\$0	\$500	\$500	\$ 1,000
Rental of Equipment				\$ -
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				\$ -
Translation	\$100	\$600	\$600	\$ 1,300
OTHER				\$ -
Participant Travel Subsidies	\$3,800	\$23,600	\$23,600	\$ 51,000
Program Supplies & Expenses	\$0	\$281	\$281	\$ 562
				\$ -
TOTAL OPERATING EXPENSE	\$4,076	\$27,081	\$27,081	\$ 58,237

HSA #3

10/25/2016

Program Name:
(Same as Line 9 on HSA #1)

Program Expenditure Detail

EQUIPMENT		TERM	4/1/23 - 6/30/23	7/1/23 - 6/30/24	7/1/24- 6/30/25	TOTAL
No.	ITEM/DESCRIPTION					
						0
						0
						0
						0
						0
						0
						0
						0
						0
TOTAL EQUIPMENT COST			0	0	0	0
R E M O D E L I N G						
Description:						0
						0
						0
						0
						0
						0
TOTAL REMODELING COST			0	0	0	0
TOTAL CAPITAL EXPENDITURE (Equipment and Remodeling Cost)			0	0	0	0
HSA #4						10/25/2016