



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org

MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: KELLY DEARMAN, EXECUTIVE DIRECTOR

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

DATE: JUNE 7, 2023

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

DS
EB

GRANT TERM: 7/1/2023-6/30/2027

GRANT AMOUNT:	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$2,844,484	\$284,448	\$3,128,932

ANNUAL AMOUNTS	<u>FY23/24</u>	<u>FY24/25</u>	<u>FY25/26</u>	<u>FY26/27</u>
	\$711,121	\$711,121	\$711,121	\$711,121

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$2,844,484		\$284,448	\$3,128,932	
PERCENTAGE:	100%		100%		



London Breed
Mayor

Trent Rhorer
Executive Director

The Department of Disability and Aging Services (DAS) requests authorization to enter into a grant with Community Living Campaign for the period of July 1, 2023 to June 30, 2027, in an amount of \$2,844,484, plus a 10% contingency for a total amount not to exceed \$3,128,932. The purpose of the grant is to provide programming to support community engagement, health, and independence of older adults and adults with disabilities.



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Background

Older adults and adults with disabilities have demonstrated a desire for increased social connection, both virtually and in-person, to mitigate isolation. The Community Connector program will help build relationships between residents of a neighborhood through coordinated activities, social opportunities, and volunteer support to help older adults and adults with disabilities live as independently as possible in the community. Programming is neighborhood specific and provided in eight San Francisco neighborhoods. This program will utilize shared public and private spaces for coordination of organized activities. Programming aims to develop a sense of community and promote networks in which neighbors support each other and services are led by community members.

Services to be Provided

Community Living Campaign will provide programming that promotes healthy aging activities, socialization opportunities, and mutual help services to support the well-being and independence of older adults and adults with disabilities. Activities include but are not limited to exercise classes, walking groups, writing groups, and educational opportunities that are organized by a dedicated local Connector/Program Coordinator for each neighborhood. The Connector/Program Coordinator will work with a neighborhood advisory group to shape programming, reach out to isolated older adults and adults with disabilities, and schedule activities. Volunteers (including program participants) will help deliver program services. Community Connector staff will coordinate the sharing of skills, resources, and efforts among program participants. Through this coordination, program participants will help each other with rides to a medical appointment, dog walking, gardening, and more to support independent living and aging-in-place.

Selection

Grantee was selected through RFP #1062, which was issued in March 2023.

Funding

Funding for this grant is provided through County General Funds.

ATTACHMENTS

Appendix A
Appendix B

APPENDIX A – SERVICES TO BE PROVIDED

Community Living Campaign Community Connector Program

July 1, 2023 – June 30, 2027

I. Purpose

The Community Connector program provides neighborhood-based opportunities for community and social connection. Services are locally facilitated by residents and an advisory board and are an important means of supporting social engagement and inclusion in those neighborhoods not already being served by a community service center. The program aims to reduce isolation by providing opportunities for older adults and adults with disabilities to socialize, build community, and participate in their community in a meaningful way.

II. Definitions

Adult with a Disability	A person 18-59 years of age 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.
CARBON	Contracts Administration, Reporting and Billing On Line System.
City	City and County of San Francisco, a municipal corporation.
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.
Community Connector Activities	Organized activities and services provided through a Community Connector program for program participants. Activities may include educational presentations, workshops, trainings, cultural events, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes

	that help consumers maintain or enhance their level of functioning. One service unit of Community Connector activities is one hour of a scheduled activity, sponsored by the grantee.
Community Connector Social Services	The provision of one-to-one assistance to program participants. Assistance should focus on services that support independent living and aging-in-place. Assistance may include but is not limited to providing information, teaching new skills, helping complete forms/applications or tasks at home, visiting program participants in their home, providing a ride to a medical appointment, and offering emotional support by phone or in person. One service unit of social service is one hour of one-to-one assistance that is coordinated or provided by the grantee.
DAS	Department of Disability and Aging Services
DAS 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.
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.
Enhanced Outreach	A component of the Community Connector program that entails strategies and practices to recruit program participants, increase participation, and encourage neighborhood/service area involvement. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for a specific neighborhood or service area, problem solving certain barriers to service, i.e., safety issues, transportation needs, etc. One unit of enhanced outreach is one hour dedicated to conducting formal outreach efforts.
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.
OCM	Office of Contract Management, San Francisco Human Services Agency
OCP	Office of Community Partnerships
Older Adult	A person who is 60 years of age or older.
SF-HSA	Human Services Agency of the City and County of San Francisco.
Socially Isolated	Having few social relationships and few people to interact with regularly.
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 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 (Chapter 104, Sections 104.1 through 104.9).
Unit of Service	One hour of Community Connector programming and/or service provided.
Unduplicated Consumer (UDC)	An individual who participates in the program and the grantee reflects consumer participation in DAS GetCare through program enrollment.
Volunteer Recruitment	A key component of the Community Connector program that involves the recruitment and training of neighborhood volunteers for delivery of program services. One unit of volunteer recruitment is one volunteer trained to provide program services and has demonstrated commitment to the program.

II. Target Population

This grant 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 Community Connector 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 Community Connector services

IV. Location and Time of Services

Grantee will provide programming and services in the neighborhood or service areas within the City and County of San Francisco identified in the site chart. The grantee determines the location(s) and service time(s) for the program based on community needs and with prior approval from DAS OCP.

V. Description of Services and Program Requirements

1. Grantee will develop and implement Community Connector programs in neighborhoods or service areas within the City and County of San Francisco that lack dedicated community center spaces. The grantee will provide programming at various locations, including but not limited to churches, parks, member homes, and other public/private space as available. Each Community Connector program will include the following:
 - a) **Neighborhood/Service Area Driven Approach.** A Community Connector program relies on a strong group of residents and stakeholders to serve as advisors to the program. The program should include channels, such as an advisory board, to facilitate ongoing neighborhood / service area feedback from residents, stakeholders, and consumers to ensure activities and services meet consumers' needs.
 - b) **Local Community Connector.** A local resident will serve as a paid Community Connector for each of the programs. This staff person will serve as the point person in developing and guiding programming with input from consumers and an advisory board.
 - c) **Healthy Aging Activities.** Healthy aging activities designed to support aging in place are a central component to a Community Connector program. Activities may include older adult exercise classes, classes on health topics such as fall prevention, diabetes, and brain fitness, educational activities related to aging and aging services, and other healthy aging activities.
 - d) **Socialization / Educational Opportunities.** A Community Connector program will offer additional activities to create a stronger sense of community, encourage socialization, and reduce isolation. These may include computer classes, emergency preparedness trainings, intergenerational activities, potlucks, and other neighborhood social gatherings.
 - e) **Volunteer Recruitment and Training.** Volunteers (including program participants) will help to deliver program services. Community Connector staff

will develop volunteer recruitment, training, and retention practices to maximize volunteer support. Volunteers should receive training in best practices for promoting healthy aging, and be provided materials about external services/support available for program participants.

- f) **Mutual Help Services / Neighbors Helping Neighbors.** Community Connector staff will coordinate the sharing of skills, resources, and efforts among program participants. Through this coordination, program participants help each other. Some examples include a ride to a medical appointment, use of a washing machine, or help with gardening. Assistance will focus on services that support independent living and aging-in-place.
 - g) **Outreach.** A Community Connector program will include an outreach component that include strategies and practices to recruit program participants, increase participation, and encourage neighborhood/service area involvement.
2. Grantee will develop and maintain a site chart using a DAS OCP approved format. The site chart will include details about each of the Community Connector programs. The grantee will submit the site chart to DAS OCP for approval. Changes to the site chart are subject to DAS OCP approval and the grantee shall submit updated site charts to DAS OCP.
 3. Grantee shall ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all the program standards.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool, pre-approved by DAS OCP. The grantee will share the results with DAS OCP by March 15 each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
 5. Grantee shall have policy and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
 6. Grantee will ensure that units of service provided are tracked and distinguishable.
 7. Grantee shall continue to follow guidance or instructions from health care providers, the Centers for Disease Control and Prevention (CDC), California Department of Public Health (CDPH), and local health departments relating to COVID-19. 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

On an annual basis, starting July 1, 2023, grantee will enroll at minimum the number of unduplicated consumers and provide the units of service as detailed below.

- Grantee will serve **1,065** unduplicated clients.
- Grantee will provide **1,415** hours of Community Connector activities
- Grantee will provide **75** hours of Community Connector social services
- Grantee will provide **125** hours of enhanced outreach
- Grantee will provide **50** volunteer recruitment*

*One (1) Unit = One (1) volunteer

VII. Outcome Objectives

1. Consumers rate the quality of programming and services they received as excellent or good. Target: 85%
2. Consumers feel a greater sense of connection to their community. Target: 75%
3. Consumers report that program participation has helped maintain or improve their health. Target: 75%
4. Consumers report that program participation has helped maintain or improve their independence and ability to live at home. Target: 75%

Based on a consumer satisfaction survey, pre-approved by DAS OCP, with a response rate of at least 35% of the UDC enrolled at each of the Community Connector program sites when the grantee administers the survey.

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 a DAS OCP approved intake form into the DAS GetCare database in accordance to DAS OCP policy memorandum.
2. Grantee will enter into the DAS 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 enrolled
 - Number of Community Connector activity hours
 - Number of Community Connector social service hours
 - Number of enhanced outreach hours
 - Number of volunteers recruited and trained
4. Grantee will enter the annual outcome objective metrics identified in Section VIII of the Appendix A in the CARBON database by the 15th of the month following the end of the program year.
5. Grantee shall submit a Community Services Block Grant (CSBG) time study to SF-HSA for the months of February, May, August and November. The time study is due on the 10th day following the time study month. The grantee will enter the time study information using the following website link: <https://sfhsa.hfa3.org/signin>
6. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to SF-HSA no later than July 31 each grant year. The grantee must submit the report in the CARBON system.
7. 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).

8. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
9. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of this training.
10. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
11. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.
12. Grantee will assure that services delivered are consistent with professional standards for this service.
13. For assistance with reporting requirements or submission of reports, contact:

Reanna Albert
Program Analyst
DAS OCP
Email: Reanna.Albert@sfgov.org

And

Tara Alvarez
Contract Manager
HSA OCM
Email: Tara.Alvarez@sfgov.org

IX. Monitoring Activities

1. 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 DAS 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 of provision of the California Department of Aging (CDA) Security Awareness training to staff; program operation, which includes a review of a written policies and procedures manual of all DAS 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 directors list and whether services are provided appropriately according to Sections III-IV, 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.

2. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, 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 the Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, MOUs, the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D	E	F
1	Appendix B, Page 1					
2						
3	HUMAN SERVICES AGENCY BUDGET SUMMARY					
4	BY PROGRAM					
5	Community Living Campaign				Term	
6					7/1/23-6/30/27	
7	(Check One) <input checked="" type="checkbox"/> New Renewal <input type="checkbox"/> Modification <input type="checkbox"/>					
8	If modification, Effective Date of Mod.			No. of Mod.		
9	Community Connector					
10						
11	Program Term	7/1/23-6/30/24	7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	7/1/23-6/30/27
12	Expenditures					
13	Salaries & Benefits	\$513,622	\$513,622	\$513,622	\$513,622	\$2,054,488
14	Operating Expense	\$104,744	\$104,744	\$104,744	\$104,744	\$418,976
15	Subtotal	\$618,366	\$618,366	\$618,366	\$618,366	\$2,473,464
16	Indirect Percentage (%)	15%	15%	15%	15%	
17	Indirect Cost (Line 16 X Line 15)	\$92,755	\$92,755	\$92,755	\$92,755	\$371,020
19	Total Expenditures	\$711,121	\$711,121	\$711,121	\$711,121	\$2,844,484
20	HSA Revenues					
21	General Fund	\$711,121	\$711,121	\$711,121	\$711,121	\$2,844,484
22						
23						
24						
25						
26						
27						
28						
29	TOTAL HSA REVENUES	\$711,121	\$711,121	\$711,121	\$711,121	\$2,844,484
30	Other Revenues					
31	Foundation Grants	\$78,000	\$78,000	\$78,000	\$78,000	\$312,000
32	Individual Donations	\$10,000	\$10,000	\$10,000	\$10,000	\$40,000
33						
34						
35						
36	Total Revenues	\$799,121	\$799,121	\$799,121	\$799,121	\$3,196,484
37	Full Time Equivalent (FTE)					
39	Prepared by: Kate Kuckro	Telephone No.: 415-821-1003		Date: 04/14/23		
40	HSA-CO Review Signature:	_____				
41	HSA #1	10/25/2016				

	A	B	C	D	E	F	G	H	I	J
1	Appendix B, Page 2									
2										
3										
4	Program Name:									
5	Community Connector									
6										
7	Salaries & Benefits Detail									
8										
9										
10										
11		Agency Totals		HSA Program		7/1/23-6/30/24	7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DHS Program	DHS Program	DHS Program	DHS Program	TOTAL
12	POSITION TITLE					Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	7/1/23-6/30/27
13	Director of Community Engagement	\$78,000	1.00	75%	0.75	\$58,500	\$58,500	\$58,500	\$58,500	\$234,000
14	Director of Digital Programs	\$80,000	1.00	40%	0.40	\$32,000	\$32,000	\$32,000	\$32,000	\$128,000
15	Co-Executive Director (Marie)	\$100,000	1.00	15%	0.15	\$15,000	\$15,000	\$15,000	\$15,000	\$60,000
16	Co-Executive Director (Kate)	\$100,000	1.00	40%	0.40	\$40,000	\$40,000	\$40,000	\$40,000	\$160,000
17	Chinese-Language Programs Mgr.	\$66,560	1.00	30%	0.30	\$19,968	\$19,968	\$19,968	\$19,968	\$79,872
18	Neighborhood & Transportation Coord	\$50,960	0.75	50%	0.38	\$19,110	\$19,110	\$19,110	\$19,110	\$76,440
19	Community Connector & Writing Coord	\$52,500	1.00	90%	0.90	\$47,250	\$47,250	\$47,250	\$47,250	\$189,000
20	Community Connector & Reporting	\$50,960	0.75	50%	0.38	\$19,110	\$19,110	\$19,110	\$19,110	\$76,440
21	Other Community Connectors	\$50,960	2.55	100%	2.55	\$129,948	\$129,948	\$129,948	\$129,948	\$519,792
22	Abilities Integrator	\$54,080	0.38	10%	0.04	\$2,028	\$2,028	\$2,028	\$2,028	\$8,112
23	Operations & Analytics Manager	\$68,640	0.50	6%	0.03	\$2,059	\$2,059	\$2,059	\$2,059	\$8,237
24	Finance Director	\$80,000	1.00	15%	0.15	\$12,000	\$12,000	\$12,000	\$12,000	\$48,000
25	Chief of Staff	\$90,000	0.75	15%	0.11	\$10,125	\$10,125	\$10,125	\$10,125	\$40,500
26	Communications Director	\$80,000	0.50	15%	0.08	\$6,000	\$6,000	\$6,000	\$6,000	\$24,000
27	HR & Office Manager	\$66,560	1.00	15%	0.15	\$9,984	\$9,984	\$9,984	\$9,984	\$39,936
28					-					
29					-					
30	TOTALS	\$1,069,220	14.18		6.76	\$423,082	\$423,082	\$423,082	\$423,082	\$1,692,328
31										
32	FRINGE BENEFIT RATE	21.4%								
33	EMPLOYEE FRINGE BENEFITS	\$228,813				\$90,540	\$90,540	\$90,540	\$90,540	\$362,160
34										
35										
36	TOTAL SALARIES & BENEFITS	\$1,298,033				\$513,622	\$513,622	\$513,622	\$513,622	\$2,054,488
37	HSA #2									10/25/2016

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Appendix B, Page 3												
2													
3													
4	Program Name:												
5	Community Connector												
6													
7	Operating Expense Detail												
8													
9													
10													
11													
12	<u>Expenditure Category</u>			TERM	<u>7/1/23-6/30/24</u>		<u>7/1/24-6/30/25</u>		<u>7/1/25-6/30/26</u>		<u>7/1/26-6/30/27</u>		TOTAL <u>7/1/23-6/30/27</u>
13	Rental of Property				\$30,360		\$30,360		\$30,360		\$30,360		\$121,440
14	Utilities(Elec, Water, Gas, Phone, Garbage)												
15	Office Supplies, Postage												
16	Building Maintenance Supplies and Repair												
17	Printing and Reproduction				\$8,000		\$8,000		\$8,000		\$8,000		\$32,000
18	Insurance												
19	Staff Training				\$8,000		\$8,000		\$8,000		\$8,000		\$32,000
20	Staff Travel-(Local & Out of Town)				\$1,000		\$1,000		\$1,000		\$1,000		\$4,000
21	Rental of Equipment												
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE												
23	Program Presenters & Exercise Trainers				\$25,000		\$25,000		\$25,000		\$25,000		\$100,000
24	Graphic Design/Communications				\$1,000		\$1,000		\$1,000		\$1,000		\$4,000
25	Translation				\$5,000		\$5,000		\$5,000		\$5,000		\$20,000
28	OTHER												
29	Activity Expenses				\$4,500		\$4,500		\$4,500		\$4,500		\$18,000
30	Program Supplies				\$13,384		\$13,384		\$13,384		\$13,384		\$53,536
31	Advertising/Outreach				\$500		\$500		\$500		\$500		\$2,000
32	Web/Virtual				\$5,000		\$5,000		\$5,000		\$5,000		\$20,000
33	Participant Travel Subsidies				\$3,000		\$3,000		\$3,000		\$3,000		\$12,000
34													
35	TOTAL OPERATING EXPENSE				\$104,744		\$104,744		\$104,744		\$104,744		\$418,976
36													
37	HSA #3												10/25/2016