



**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](http://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: **MULTIPLE GRANTEES FOR THE  
PROVISION OF RESIDENTIAL CARE FACILITIES  
(RCFE) SERVICES**

DS  
EL

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

**GRANT AMOUNT:**

New	Contingency	Total
\$1,229,948	\$122,995	\$1,352,943

**ANNUAL AMOUNT**

<u>FY23/24</u>	<u>FY24/25</u>	<u>FY25/26</u>	<u>FY26/27</u>
\$307,487	\$307,487	\$307,487	\$307,487

<b>Funding Source</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING:</b>	\$1,229,948			\$122,995	\$1,352,943
<b>PERCENTAGE:</b>	100%				100%



**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

The Department of Disability and Aging Services (DAS) requests authorization to enter into new grant agreements with multiple providers for the period of July 1, 2023 through June 30, 2027, in an amount of \$1,229,948, plus a 10% contingency for a total amount not to exceed \$1,352,943. The purpose of these grants is to support the operational cost of Residential Care Facilities for the Elderly (RCFE) services in San Francisco and to retain affordable supportive housing opportunities for low income individuals who need an increased level of care to remain in the community.

Grantee	Service	FY 23-24	FY 24-25	FY 25-26	FY 26-27	Total FY 23-27	10% Contingency	Total Grant Amount FY 23-27
Kimochi, Inc.	Residential Care Facilities (RCFE) for Elderly	\$112,001	\$112,001	\$112,001	\$112,001	\$448,004	\$44,800	\$492,804
Self-Help for the Elderly	Residential Care Facilities for individuals with Dementia	\$195,486	\$195,486	\$195,486	\$195,486	\$781,944	\$78,195	\$860,139
	Total	\$307,487	\$307,487	\$307,487	\$307,487	\$1,229,948	\$122,995	\$1,352,943

### Background

Residential Care Facilities for the Elderly (RCFEs) have long been a preferred community alternative for those who are unable to live on their own but not suitable for skilled nursing facilities. Compared to independent community living, RCFEs provide an increased level of care in a supportive and safe environment with 24-hour supervision for older adults. RCFEs are licensed by the California Department of Social Services (CDSS) through Community Care Licensing (CCL) and regulated to meet quality, care, and safety standards as defined by the State in Title 22. RCFEs for individuals with dementia have higher operational costs compared to typical RCFEs because of specialized care, security features, and other physical plant modifications that are required to meet in Title 22 regulations.

In recent years, due to increased regulations and labor laws, higher resident care needs, inadequate funding, and rising costs, the number of RCFEs in San Francisco has declined. Low-income individuals often do not have the resources to access market rate RCFEs in San Francisco. This grant will support two non-profit RCFEs with their operational cost and retain affordable RCFE services in San Francisco.

## **Services to be Provided**

### **RCFE - Kimochi, Inc.**

Kimochi Home, located in Japantown at 1531 Sutter St, San Francisco, has been a licensed RCFE since 1981 with a 20-bed capacity. Kimochi Home provides 24-hour supervision and personal care services in a secure building; three nutritious meals a day plus snacks; housekeeping and laundry services; planned activities; monitoring and assessment of general health; development of appropriate care plans in coordination with resident's primary care providers; and transportation/escort services to medical appointments. Kimochi Home also offers a respite program that provides temporary, short term, 24-hour supervised care at the facility.

### **RCFE for Individuals with dementia - Self-Help for the Elderly**

Autumn Glow Alzheimer's Care Home, located in Hayes Valley at 654 Grove Street in San Francisco has been a licensed RCFE since 2001 with a 15-bed capacity. The building is certified by HUD under Supportive Housing for Persons with Disabilities Program to service low-income residents. Autumn Glow Alzheimer's Care Home provides 24-hour supervision, personal care and specialized dementia (Alzheimer's and other dementia) care and support services in a secure building; three nutritious meals a day plus snacks; housekeeping and laundry services; planned activities; monitoring and assessment of general health; development of appropriate care plans in coordination with resident's primary care providers; assistance with medication management; and transportation/escort services to medical appointments.

Please refer to attached Appendices A and B for more detailed information on service objectives, outcome objectives, and budget.

### **Selection**

Grantees were selected through Request for Proposals #1071, which was competitively bid on March 22, 2023.

### **Funding**

Funding for these grants are provided through County General Funds.

**ATTACHMENTS**

**RCFE-Kimochi, Inc.**

Appendix A – Services to be Provided

Appendix B – Budget

**RCFE for individuals with dementia-Self-Help for the Eldery**

Appendix A – Services to be Provided

Appendix B – Budget

**Appendix A1 – Services to be Provided**  
**Kimochi, Inc.**  
**Residential Care Facility for the Elderly (RCFE)**  
**July 1, 2023 – June 30, 2027**

**I. Purpose of Grant**

The purpose of this grant is to support the operations of licensed Residential Care Facilities for the Elderly (RCFE) that provide services and housing opportunities to low-income older adults and adults with disabilities who are unable to live on their own but are not appropriate for skilled nursing facilities. RCFEs offer non-medical personal care in a supportive and safe environment with 24-hour supervision for older adults in a home-like setting.

**II. Definitions**

Adult with a Disability	A person 18-59 years of age living with a disability.
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
Controller	Controller of the City and County of San Francisco or designated agent.
CARBON	Contracts Administration, Reporting, and Billing On Line System.
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 units, 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.
Grantee	Kimochi Inc.
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.
Older Adult	Person who is 60 years or older, used interchangeably with senior.
OCP	Office of Community Partnerships (formerly known as Office on the Aging / OOA).
RCFE	Residential Care Facilities for the Elderly; RCFEs are community-based programs providing a combination of housing, personalized supportive services, and 24-hour staff designed to respond to the individual needs of those who require help with activities of daily living (ADLs). The California Department of Social Services- Community Care Licensing (CCL) Division, is responsible for licensing RCFEs and providing inspections to ensure compliance with licensing standards. <a href="#">Title 22, Division 6, Chapter 8 Residential Care Facilities for the Elderly (RCFE)</a>
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; 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).

### III. 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:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+

### IV. - Client Eligibility

To be eligible for RCFE services, a client must be:

- 1) An older adult aged 60 years or older or an adult with a disability and

- 2) A resident of San Francisco and
- 3) A person who is low income and
- 4) A person who is eligible for admission as determined by Title 22 Division 6, Chapter 8 regulations governing residential care facilities for the elderly (RCFE).

**V. Location and Time of Services**

RCFE services will be provided at Kimochi Home 1531 Sutter St, San Francisco, CA 94109, 24 hours a day, 7 days a week.

**VI. Description of Service**

Grantee will develop and maintain a Plan of Operation for all aspects of RCFE program operation that are compliant with and meet the program standards set forth by RCFE licensing regulations in Title 22, Chapter 8 - Residential Care Facilities for the Elderly (RCFE) and by DAS-OCP program memorandums.

A Plan of Operation will include policies and procedures for admissions and disenrollment of residents, a staffing plan with qualifications and duties, a staff training plan, an organizational chart, a floorplan of the facility and associated yard, and a policy for family visitations and communication.

Grantee shall provide the following services during the term of this grant:

1. Outreach and Recruitment

Grantee will create and distribute brochures, leaflets, and handouts, and work with community contacts to publicize the availability of space for the program. All marketing materials, notices, and forms will be available in different threshold languages to accommodate monolingual clients.

2. RCFE Service Delivery

The services provided by the facility shall be conducted to continue and promote, to the extent possible, independence and self-direction for all persons accepted for care. Such persons shall be encouraged to participate as fully as their conditions permit in daily living activities both in the facility and in the community.

Grantee will provide services as defined for a licensed RCFE including:

- (1) Care and supervision.
- (2) Safe and healthful living accommodations and services.
- (3) Three nutritionally well-balanced meals and snacks made available daily
- (4) Personal assistance and care as needed by the resident and as indicated in the pre-admission appraisal. These include activities of daily living such as dressing, eating, bathing, and assistance with taking prescribed medications.
- (5) Regular observation of the resident's physical and mental condition.
- (6) Arrangements to meet health needs including transportation arrangements to medical services.
- (7) A planned program of activities that include social and recreational activities that are appropriate and accommodate the interests and capabilities of the resident.

Grantee will provide reasonable accommodations to ensure that services are accessible, culturally and linguistically appropriate, and consistent with the target population served. This includes having bilingual staff and/or reasonable access to translation services.

Grantee will access supportive services for those residents who need assistance beyond the scope of the RCFE services. This may be a formal or informal relationship with government or social service organizations.

3. Staffing

Grantee will ensure that staff are sufficient in quantity, qualifications, and competency to provide the services necessary to meet resident needs, and to ensure their health, safety, comfort, and supervision.

Grantee will facilitate access to basic and ongoing in-service trainings based on staff role and responsibilities.

4. Documentation

Grantee will document, maintain, and safeguard residents' records. These shall include a medical assessment report from the resident's primary care physician, pre-admission assessment and care plan, records of daily observation logs that monitors behavioral, physical, and/or emotional changes and incidents, and the resident's medication record that notes the drug, dosage, and frequency of administration.

Grantee will complete and document pre-admission assessment and individualized service plan/care plan for each resident no later than 30 days after admission.

Grantee will update and document individual service plan /care plan every three months or more frequently as the resident's condition warrants.

5. Continuous Quality Improvement

Grantee will conduct annual consumer satisfaction surveys to obtain feedback from the residents and/or families about the service and program qualities.

Grantee will implement a quality improvement plan to achieve program goals as defined in VIII and IX.

## **VII. Units of Service and Definitions**

**Unduplicated Consumers** – A unique individual enrolled and receiving RCFE services within the fiscal year.



UNIT: One (1) unduplicated consumer

**Unit of Service** –Resident day is defined by bed occupancy and services that include supervision, personal care, housekeeping, laundry service, assistance with bathing, eating, dressing, assistance with taking medications, arranging for transportation services, and planned social, educational, and recreational activities every day.

UNIT: One (1) resident day

**VIII. Service Objectives**

1. Grantee will serve at minimum the number of unduplicated consumers and provide the units of service annually in Table A below:

<b>Table A</b>	<b>FY 23/24- FY 26/27</b>
Number of unduplicated consumers	30
Unit of service (resident day)	7300

2. All (100%) of residents will have an individualized service plan/care plan no later than 30 days after admission.
3. All (100%) of residents’ individualized service plans/care plans will be updated every three months or more frequently as the resident’s condition warrants.

**IX. Outcome Objectives**

On an annual basis, grantee will meet the following outcome objectives.

1. The resident or their family rate the quality of service received at the RCFE as good or excellent. Target: 85%
2. The resident or their family agree that the physical activities and exercises offered by the RCFE program maintain the physical wellness of the client. Target 85%

Data for these outcome objectives will be collected through an annual consumer survey of a sample size of at least ninety percent (90%) of the unduplicated consumer enrollment at the time the survey is administered by the grantee.

**X. Reporting and Other Requirements**

- A. Grantee must enter consumer data and units of service into DAS GetCare – services reporting module by the 5<sup>th</sup> working day of the month for the preceding month.
- B. Monthly, quarterly, and/or annual program reports must be submitted in the CARBON system as required by HSA/DAS/OCP. All reports are due by the 15<sup>th</sup> of the month for the preceding reporting period.
- C. Grantee must submit response rates and aggregate data from annual consumer survey to HSA/DAS/OCP by July 15th each year for the preceding grant year.

- D. Grantee must submit a Fiscal Closeout Report in the CARBON system by July 31<sup>st</sup> each year for the preceding grant year.
- E. Grantee must submit ad hoc reports as requested by HSA/DAS/OCP.
- F. Grantee must submit a bi-annual summary report of SOGI data collected as required by state and local law. The report must be submitted in the CARBON system by January 10<sup>th</sup> (for data collected between July 1<sup>st</sup> and December 31<sup>st</sup>) and July 10<sup>th</sup> (for data collected between January 1<sup>st</sup> and June 30<sup>th</sup>) for each grant year.
- G. Grantee must 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.
- H. Apart from reports requested to be sent via email to the Program Analyst/Manager and/or Contract Manager, all other reports and communications should be sent to the following:

Tahir Shaikh  
Contracts Manager  
[Tahir.Shaikh@sfgov.org](mailto:Tahir.Shaikh@sfgov.org)  
P.O. Box 7988  
San Francisco, CA 94120

Sarah Chan  
Program Analyst  
Sarah.Chan@sfgov.org  
P.O. Box 7988  
San Francisco, CA 94120

## **XI. Monitoring Activities**

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards and requirements, including client eligibility, back up documentation for units of service and all reporting, progress towards service and outcome objectives, handling and documentation of participant records, and reporting on DAS GetCare. Review of agency and organization standards, including organizational chart, qualifications of program staff, and evidence of staff training for Elder Abuse Reporting and Security Awareness Training. Review of program operations, including policies and procedures for all aspects of the program, written project income policies if applicable, grievance procedures, and Quality Assurance plan.
- 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, MOUs, current board roster and selected board minutes for compliance with Sunshine Ordinance.



**HUMAN SERVICES AGENCY BUDGET SUMMARY  
BY PROGRAM**

Name  
**Kimochi, Inc.**

Term  
7/1/21 - 6/30/25

(Check One) New  Renewal  Modification   
If modification, Effective Date of Mod. No. of Mod.

<b>Program: Residential Care Facility for the Elderly</b>					
Budget Reference Page No.(s)					Total
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
<b>Expenditures</b>					
Salaries & Benefits	\$19,542	\$19,542	\$19,542	\$19,542	\$78,168
Operating Expenses	\$78,818	\$78,818	\$78,818	\$78,818	\$315,272
<b>Subtotal</b>	<b>\$98,360</b>	<b>\$98,360</b>	<b>\$98,360</b>	<b>\$98,360</b>	<b>\$393,440</b>
Indirect Percentage (%)	14%	14%	14%	14%	10%
Indirect Cost (Line 16 X Line 15)	\$13,641	\$13,641	\$13,641	\$13,641	\$54,564
Subcontractor/Capital Expenditures	\$0	\$0	\$0	\$0	\$0
<b>Total Expenditures</b>	<b>\$112,001</b>	<b>\$112,001</b>	<b>\$112,001</b>	<b>\$112,001</b>	<b>\$448,004</b>
<b>HSA Revenues</b>					
General Funds	\$112,001	\$112,001	\$112,001	\$112,001	<b>\$448,004</b>
<b>TOTAL HSA REVENUES</b>	<b>\$112,001</b>	<b>\$112,001</b>	<b>\$112,001</b>	<b>\$112,001</b>	<b>\$448,004</b>
<b>Other Revenues</b>					
<b>Total Revenues</b>	<b>\$112,001</b>	<b>\$112,001</b>	<b>\$112,001</b>	<b>\$112,001</b>	<b>\$448,004</b>
Full Time Equivalent (FTE)					
Prepared by: Shawne O'Connell					
HSA-CO Review Signature: _____					
<b>HSA #1</b>					<b>6/20/2018</b>

Kimochi, Inc.  
 Program: Residential Care Facility for the Elderly

Appendix B, Page 2  
 Date: 5/25/23

**Salaries & Benefits Detail**

POSITION TITLE	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	7/1/23-6/30/27
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DAS	DAS	DAS	DAS	TOTAL
					Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Director of Residential	\$81,602	100.00	24%	24%	\$19,542	\$19,542	\$19,542	\$19,542	\$78,168
<b>TOTALS</b>	\$81,602	100.00	24%	0.24	\$19,542	\$19,542	\$19,542	\$19,542	\$78,168
FRINGE BENEFIT RATE	0%								
EMPLOYEE FRINGE BENEFITS	\$0				\$0	\$0	\$0	\$0	\$0
<b>TOTAL SALARIES &amp; BENEFITS</b>	\$81,602				\$19,542	\$19,542	\$19,542	\$19,542	\$78,168
<b>HSA #2</b>									<b>6/20/2018</b>

Kimochi, Inc.  
 Program: Residential Care Facility for the Elderly

Appendix B, Page 3  
 Date: 5/25/23

**Operating Expense Detail**

Expenditure Category	TERM					TOTAL
		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
Utilities(Elec, Water, Gas, Phone, Garbage)		\$16,000	\$16,000	\$16,000	\$16,000	\$64,000
Raw Food		\$7,418	\$7,418	\$7,418 #	\$7,418	\$29,672
Supplies/Materials		\$3,400	\$3,400	\$3,400	\$3,400	\$13,600
Building Maintenance Supplies and Repair		\$7,000	\$7,000	\$7,000	\$7,000	\$28,000
Communications/Telephone		\$2,000	\$2,000	\$2,000	\$2,000	\$8,000
Insurance						\$0
Staff Training		\$1,000	\$1,000	\$1,000	\$1,000	\$4,000
Staff Travel-(Local & Out of Town)						\$0
Rental of Equipment						\$0
<b>CONSULTANTS</b>						
<b>OTHER</b>						
Resident Subsidy		\$42,000	\$42,000	\$42,000	\$42,000	\$168,000
<b>TOTAL OPERATING EXPENSES</b>		<b>\$78,818</b>	<b>\$78,818</b>	<b>\$78,818</b>	<b>\$78,818</b>	<b>\$315,272</b>
<b>HSA #3</b>						<b>6/20/2018</b>

**Appendix A – Services to be Provided**  
**Self-Help for the Elderly**  
**Residential Care Facility for the Elderly (RCFE)**  
**July 1, 2023 – June 30, 2027**

**I. Purpose of Grant**

The purpose of this grant is to support the operations of licensed Residential Care Facilities for the Elderly (RCFE) that provide services and housing opportunities to low-income older adults and adults with disabilities who are unable to live on their own but are not appropriate for skilled nursing facilities. RCFEs offer non-medical personal care in a supportive and safe environment with 24-hour supervision for older adults in a home-like setting.

**II. Definitions**

Adult with a Disability	A person 18-59 years of age living with a disability.
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
Controller	Controller of the City and County of San Francisco or designated agent.
CARBON	Contracts Administration, Reporting, and Billing On Line System.
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 units, 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.
Grantee	Self-Help for the Elderly
HUD	U.S. Department of Housing and Urban Development
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.
Older Adult	Person who is 60 years or older, used interchangeably with senior.
OCP	Office of Community Partnerships (formerly known as Office on the Aging / OOA).
RCFE	Residential Care Facilities for the Elderly; RCFEs are community-based programs providing a combination of housing, personalized supportive services, and 24-hour staff designed to respond to the individual needs of those who require help with activities of daily living (ADLs). The California Department of Social Services- Community Care Licensing (CCL) Division, is responsible for licensing RCFEs and providing inspections to ensure compliance with licensing standards. <a href="#">Title 22, Division 6, Chapter 8 Residential Care Facilities for the Elderly (RCFE)</a>
RCFE for individuals with dementia	RCFEs for individuals with dementia are licensed RCFEs that provide specialized care for individuals with dementia. An RCFE for Individuals with dementia must meet additional regulatory requirements <a href="#">Title 22, Division 6, Chapter 8, Article 12, Dementia</a>
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; 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).

### III. 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:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency



- Persons from communities of color
- Persons who identify as LGBTQ+

**IV. - Client Eligibility**

To be eligible for RCFE services, a client must be:

- 1) An older adult aged 60 years or older or an adult with a disability and
- 2) A resident of San Francisco and
- 3) A person who is low income and
- 4) A person who is eligible for admission as determined by Title 22 Division 6, Chapter 8 regulations governing residential care facilities for the elderly (RCFE). and
- 5) Have a diagnosis of a mental disorder related to dementia as defined in Title 22 Division 6, Chapter 8 Article 12. and
- 6) A qualifying tenant as determined by the U.S. Department of Housing and Urban Development (HUD).

**V. Location and Time of Service**

RCFE for individuals with dementia services will be provided at 654 Grove Street, San Francisco, CA 94102, 24 hours a day, 7 days a week.

**VI. Description of Services**

Grantee will develop and maintain a Plan of Operation for all aspects of RCFE program operation that are compliant with and meet the program standards set forth by RCFE licensing regulations in Title 22, Chapter 8 - Residential Care Facilities for the Elderly (RCFE) and by DAS-OCP program memorandums.

A Plan of Operation will include policies and procedures for admissions and disenrollment of residents, a staffing plan with qualifications and duties, a staff training plan, an organizational chart, a floorplan of the facility and associated yard, and a policy for family visitations and communication.

Grantee will implement policies and procedures and provide residency with dementia services that meet additional regulatory requirements as defined in Title 22, Division 6, Chapter 8, Article 12, Dementia..

Grantee shall provide the following services during the term of this grant:

1. Outreach and Recruitment

Grantee will create and distribute brochures, leaflets, and handouts, and work with community contacts to publicize the availability of space for the program. All marketing materials, notices, and forms will be available in different threshold languages to accommodate monolingual clients.

2. RCFE Service Delivery

The services provided by the facility shall be conducted to continue and promote, to the extent possible, independence and self-direction for all persons accepted for care. Such persons shall be encouraged to participate as fully as their conditions permit in daily living activities both in the facility and in the community.

Grantee will provide services as defined for a licensed RCFE including:

- (1) Care and supervision.
- (2) Safe and healthful living accommodations and services.
- (3) Three nutritionally well-balanced meals and snacks made available daily
- (4) Personal assistance and care as needed by the resident and as indicated in the pre-admission appraisal. These include activities of daily living such as dressing, eating, bathing, and assistance with taking prescribed medications.
- (5) Regular observation of the resident's physical and mental condition.
- (6) Arrangements to meet health needs including transportation arrangements to medical services.
- (7) A planned program of activities that include social and recreational activities that are appropriate and accommodate the interests and capabilities of the resident.

Grantee will provide reasonable accommodations to ensure that services are accessible, culturally and linguistically appropriate, and consistent with the target population served. This includes having bilingual staff and/or reasonable access to translation services.

Grantee will access supportive services for those residents who need assistance beyond the scope of the RCFE services. This may be a formal or informal relationship with government or social service organizations.

### 3. Staffing

Grantee will ensure that staff are sufficient in quantity, qualifications, and competency to provide the services necessary to meet resident needs, and to ensure their health, safety, comfort, and supervision.

Grantee will facilitate access to basic and ongoing in-service trainings based on staff role and responsibilities.

### 4. Documentation

Grantee will document, maintain, and safeguard residents' records. These shall include a medical assessment report from the resident's primary care physician, pre-admission assessment and care plan, records of daily observation logs that monitor behavioral, physical, and/or emotional changes and incidents, and the resident's medication record that notes the drug, dosage, and frequency of administration.

Grantee will complete and document pre-admission assessment and individualized service plan/care plan for each resident no later than 30 days after admission.

Grantee will update and document individual service plan /care plan every three months or more frequently as the resident’s condition warrants.

5. Continuous Quality Improvement

Grantee will conduct annual consumer satisfaction surveys to obtain feedback from the residents and/or families about the service and program qualities.

Grantee will implement a quality improvement plan to achieve program goals as defined in VIII and IX.

**VII. Units of Service and Definitions**

**Unduplicated Consumers** – A unique individual enrolled and receiving RCFE services within the fiscal year.

UNIT: One (1) unduplicated consumer

**Unit of Service** – Resident day is defined by bed occupancy and services that include supervision, personal care, housekeeping, laundry service, assistance with bathing, eating, dressing, assistance with taking medications, arranging for transportation services, and planned social, educational, and recreational activities every day.

UNIT: One (1) resident day

**VIII. Service Objectives**

1. Grantee will serve at minimum the number of unduplicated consumers and provide the units of service annually in Table A below:

<b>Table A</b>	<b>FY 23/24- FY 26/27</b>
Number of Unduplicated Consumers	16
Unit of Service ( resident day)	5201

2. All (100%) of residents will have an individualized service plan/care plan no later than 30 days after admission.
3. All (100%) of residents’ individualized service plans/care plans will be updated every three months or more frequently as the resident’s condition warrants.

**IX. Outcome Objectives**

On an annual basis, grantee will meet the following outcome objectives.

1. The resident or their family rate the quality of service received at the RCFE as good or excellent. Target: 85%
2. The resident or their family agree that the physical activities and exercises offered by the RCFE program maintain the physical wellness of the client. Target 85%

Data for these outcome objectives will be collected through an annual consumer survey of a sample size of at least ninety percent (90%) of the unduplicated consumer enrollment at the time the survey is administered by the grantee.

**X. Reporting and Other Requirements**

- A. Grantee must enter consumer data and units of service into DAS GetCare – service reporting module by the 5<sup>th</sup> working day of the month for the preceding month.
- B. Monthly, quarterly, and/or annual program reports must be submitted in the CARBON system as required by HSA/DAS/OCP. All reports are due by the 15<sup>th</sup> of the month for the preceding reporting period.
- C. Grantee must submit response rates and aggregate data from annual consumer survey to HSA/DAS/OCP by July 15<sup>th</sup> each year for the preceding grant year.
- D. Grantee must submit a Fiscal Closeout Report in the CARBON system by July 31<sup>st</sup> each year for the preceding grant year.
- E. Grantee must submit ad hoc reports as requested by HSA/DAS/OCP.
- F. Grantee must submit a bi-annual summary report of SOGI data collected as required by state and local law. The report must be submitted in the CARBON system by January 10<sup>th</sup> (for data collected between July 1<sup>st</sup> and December 31<sup>st</sup>) and July 10<sup>th</sup> (for data collected between January 1<sup>st</sup> and June 30<sup>th</sup>) for each grant year.
- G. Grantee must 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.
- H. Apart from reports requested to be sent via email to the Program Analyst/Manager and/or Contract Manager, all other reports and communications should be sent to the following:

Tahir Shaikh  
Contracts Manager  
[Tahir.Shaikh@sfgov.org](mailto:Tahir.Shaikh@sfgov.org)  
P.O. Box 7988  
San Francisco, CA 94120

Sarah Chan  
Program Analyst  
Sarah.Chan@sfgov.org  
P.O. Box 7988  
San Francisco, CA 94120

**XI. Monitoring Activities**

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards and requirements, including client eligibility, back up documentation for units of service and all reporting, progress towards service and outcome objectives, handling and documentation of participant records, and reporting on DAS GetCare. Review of agency and organization standards, including organizational chart, qualifications of program staff, and evidence of staff training for Elder Abuse Reporting and Security Awareness Training. Review of program operations, including policies and

procedures for all aspects of the program, written project income policies if applicable, grievance procedures, and Quality Assurance plan.

- 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, MOUs, current board roster and selected board minutes for compliance with Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY  
BY PROGRAM**

Name

Term

**SELF-HELP FOR THE ELDERLY**

7/1/24 - 6/30/27

(Check One) New  Renewal  Modification

If modification, Effective Date of Mod. No. of Mod.

<b>Program: RCFE for Individuals with Dementia</b>					
Budget Reference Page No.(s)					Total
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
<b>Expenditures</b>					
Salaries & Benefits	\$169,988	\$169,988	\$169,988	\$169,988	\$679,952
Operating Expenses	\$0	\$0	\$0	\$0	\$0
<b>Subtotal</b>	<b>\$169,988</b>	<b>\$169,988</b>	<b>\$169,988</b>	<b>\$169,988</b>	<b>\$679,815</b>
Indirect Percentage (%)	15%	15%	15%	15%	15%
Indirect Cost (Line 16 X Line 15)	\$25,498	\$25,498	\$25,498	\$25,498	\$101,992
Subcontractor/Capital Expenditures	\$0	\$0	\$0	\$0	\$0
<b>Total Expenditures</b>	<b>\$195,486</b>	<b>\$195,486</b>	<b>\$195,486</b>	<b>\$195,486</b>	<b>\$781,944</b>
<b>HSA Revenues</b>					
General Funds	\$195,486	\$195,486	\$195,486	\$195,486	\$781,944
Federal Funds					
<b>TOTAL HSA REVENUES</b>	<b>\$195,486</b>	<b>\$195,486</b>	<b>\$195,486</b>	<b>\$195,486</b>	<b>\$781,944</b>
<b>Other Revenues</b>					
<b>Total Revenues</b>	<b>\$195,486</b>	<b>\$195,486</b>	<b>\$195,486</b>	<b>\$195,486</b>	<b>\$781,944</b>
Full Time Equivalent (FTE)					
Prepared by:	Leny Nair				
HSA-CO Review Signature:	_____				
<b>HSA #1</b>					<b>6/20/2018</b>

SELF-HELP FOR THE ELDERLY  
 Program: RCCE for Individuals with Dementia

**Salaries & Benefits Detail**

POSITION TITLE	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	7/1/23-6/30/27
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DAS	DAS	DAS	DAS	TOTAL
					Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Home Health Aide	\$45,760	1.00	100%	1.00	\$45,760	\$45,760	\$45,760	\$45,760	\$183,040
Home Health Aide	\$45,760	1.00	100%	1.00	\$45,760	\$45,760	\$45,760	\$45,760	\$183,040
Home Health Aide	\$45,760	1.00	75%	0.75	\$34,320	\$34,320	\$34,320	\$34,320	\$137,280
<b>TOTALS</b>	<b>\$137,280</b>	<b>3.00</b>	<b>275%</b>	<b>2.75</b>	<b>\$125,840</b>	<b>\$125,840</b>	<b>\$125,840</b>	<b>\$125,840</b>	<b>\$503,360</b>
FRINGE BENEFIT RATE	35%								
EMPLOYEE FRINGE BENEFITS	\$48,012				\$44,148	\$44,148	\$44,148	\$44,148	\$176,592
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>\$185,292</b>				<b>\$169,988</b>	<b>\$169,988</b>	<b>\$169,988</b>	<b>\$169,988</b>	<b>\$679,952</b>
<b>HSA #2</b>									<b>6/20/2018</b>