



**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: **FELTON INSTITUTE (NON-PROFIT)** TO  
PROVIDE THE SENIOR COMPANION PROGRAM

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et

**GRANT TERM:** 7/1/2023-6/30/2028

<b>GRANT AMOUNT:</b>	New	Contingency	Total
	\$496,065	\$49,607	\$545,672



**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

<b>ANNUAL AMOUNT</b>	FY23/24	FY24/25	FY25/26	FY26/27	FY27/28
	\$99,213	\$99,213	\$99,213	\$99,213	\$99,213

<b>Funding Source</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING:</b>	\$496,065			\$49,607	\$545,672
<b>PERCENTAGE:</b>	100%				100%

The Department of Disability and Aging Services (DAS) requests approval of a sole source waiver and authorization to enter into new sole source grant agreement with Felton Institute for the period from July 1, 2023 through June 30, 2028, in an amount of \$496,065, plus a 10% contingency for a total amount not to exceed \$545,672. The purpose of the grant agreement is to provide the Senior Companion Program.



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**Background**

The Senior Companion Program provides supportive services to adults with physical, emotional, or mental health limitations, the majority of whom are elderly, in an effort to achieve and maintain their highest level of independent living. The program is designed to engage persons 55 and older, particularly those with low to moderate incomes, in volunteer service and to meet critical community needs by increasing the service capacity of those sites, where volunteers provide service. It also provides a high-quality experience that enriches the lives of the volunteers and those they serve.

**Services to be Provided**

The Senior Companion Program establishes new social service roles for volunteers through which they can maintain a sense of self-worth, retain physical health and mental alertness, and enrich their social contacts. Senior companion volunteers benefit from meaningful volunteer service to others, enriching both the volunteer's life and the lives of those they serve. It also provides supportive services to older adults in an effort to maintain independent living. Senior companions may be assigned one-on-one to visit older adults in their homes. Visits can include sorting mail, watching a movie together, sharing a snack, assisting with chores, grocery shopping, transportation to medical and other appointments, picking up a prescription and other duties as needed. Senior companions help with activities, congregate meal service and socialization of participants. Senior companions may also advocate for the client when appropriate to assist the client in obtaining community resources that prolong independence and improve their quality of life. A monthly stipend and transportation costs are provided to the volunteers.

**Selection**

Grantee was granted a sole source waiver. Felton Institute continues to be the selected Federal Recipient for the administration of the Senior Companion Program in San Francisco. The Federal Senior Companion model states that local dollars can be used to support the program. DAS expanded the Federal Senior Companion program, supplementing with local general fund to provide a more robust program.

**Funding**

Funding for this grant is provided through County General Funds.



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**ATTACHMENTS**

Appendix A – Services to be Provided  
Appendix B – Budget  
Sole Source Waiver

**APPENDIX A - SERVICES TO BE PROVIDED BY GRANTEE**

**FELTON INSTITUTE**

**Effective July 1, 2023 to June 30, 2028**

**SENIOR COMPANION PROGRAM (SCP)**

**I. Purpose**

The purpose of this grant is to empower people 55 years of age or older to contribute to their communities through service, enhance the lives of those who serve and those whom they serve, and provide communities with valuable supportive services and companionship.

**II. Program Definition**

Senior Companion Program establishes new social service roles for volunteers through which older adults can maintain a sense of self-worth, retain physical health and mental alertness, and enrich their social contacts through regular and ongoing volunteer opportunities. It also provides supportive services to older persons in an effort to maintain independent living.

Adult Day Care (ADC)            ADC program is a community-based program that provides non-medical care to persons 18 years of age or older in need of personal care services, supervision or assistance essential for sustaining the activities of daily living or for the protection of the individual on less than a 24-hour basis. The State Department of Social Services (DSS) licenses these centers as community care facilities. This program is not eligible for Medi-Cal reimbursement

CARBON                    Contracts Administration, Reporting and Billing On-Line System

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

DAS                        Department of Disability and Aging Services

Frail                        An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, breathing, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) Due to a cognitive or other mental

impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or to others

Grantee	Felton Institute
HSA	Human Services Agency of City and County of San Francisco
Older Adult	Person who is 60 years or older, used interchangeably with senior.
OCP	Office of Community Partnerships
Senior	Person who is 60 years or older, used interchangeably with older adult
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, Section 104.1 through 104.9).

### **III. Eligibility to be Enrolled as Senior Companion**

Senior Companion volunteers must:

- be 55 years of age or older;
- meet the established income eligibility guidelines not to exceed 200 percent of the poverty level;
- be determined by a physical examination to be capable of serving the frail elderly or adults with exceptional needs without physical detriment to either themselves or the adult served;
- be willing to accept supervision as required;
- be willing to serve from 15 to 40 hours per week; and
- be willing to receive 20 hours of pre-service orientation training before assignment and monthly in-service training thereafter.

Eligibility to be a Senior Companion may not be restricted on the basis of formal education, experience, race, religion, color, national origin, sex, age, handicap, or political affiliation.

### **IV. Description of Service**

- A.** The Senior Companion Program provides supportive services to adults with physical, emotional, or mental health limitations, the majority of whom are elderly, in an effort to

achieve and maintain their highest level of independent living. The program has a dual purpose:

1. Engage persons 55 and older, particularly those with low to moderate incomes, in volunteer service to meet critical community needs by increasing the service capacity of those sites, where volunteers provide service.
  2. Provide a high-quality experience that enriches the lives of the volunteers and those they serve.
- B.** Senior Companion volunteers visit with and assist homebound seniors with chores, one on one social interaction, grocery shopping, and transportation to medical and other appointments and other duties as needed.
- C.** The Senior Companion may also advocate for the client when appropriate to assist the client in obtaining community resources that prolong independence and improve their quality of life.
- D.** The Senior Companion may be placed in a structured program such as Adult Day Care Centers or community based Senior Centers; the Senior Companion volunteer encourages frail seniors to participate in prescribed center based activities designed to help the client regain their independence and decrease social isolation.
- E.** In many instances, the Senior Companion volunteer is an integral part of a care management team and is trained to alert doctors and/or family members of potential health problems.
- F.** Many Senior Companion volunteers may also work with persons diagnosed with Alzheimer's disease, stroke, diabetes, and mental illness.
- G.** After placement in the community and in return for their services, Senior Companion volunteers receive a tax-exempt stipend of \$4.00 per hour in accordance with the Domestic Volunteer Service Act of 1973, as amended. Additional benefits include a free meal or meal reimbursement for each day of service, reimbursement for transportation to and from the work site, supplemental accident, personal liability and excess automobile insurance coverage, an annual physical examination, and personal recognition for their efforts.

## **V. Contractor Responsibilities / Units of Service and Definitions**

During the term of the grant, the Grantee will provide service to the indicated number of consumers with the indicated number of units of service on an annual basis:

### **Unduplicated Senior Companion:**

An individual volunteer enrolling in the program and serving as a Senior Companion.

Unit: One (1) unduplicated Senior Companion.

### **Number of Volunteer Hours:**

Time spent by Senior Companions deployed in the community providing services.

Unit: One (1) Hour

### **Number of Unduplicated Older Adults Served:**

Senior Companion Program federal regulations require that volunteers provide person-to-person services to frail and isolated older adults. The average ratio of volunteer to clients is 3 to 5 assigned clients per volunteer. Grantee agrees to operate this program at a 5 clients per Senior Companion ratio.

Unit: One (1) unduplicated senior receiving services from a Senior Companion.

## **VI. Service Objectives**

On an annual basis, starting July 1, 2023:

- Grantee will provide at minimum 10 unduplicated senior volunteers to serve as Senior Companions.
- Grantee will provide at minimum **10,400** volunteer hours through Senior Companion services.
- Grantee will provide Senior Companion services to a minimum of **50** unduplicated older adults.

## **VII. Outcome Objectives**

At least eighty per cent (80%) of Senior Companions will respond to the annual consumer satisfaction survey.

- At least seventy-five percent (75%) of Senior Companions responding to the annual consumer satisfaction survey agree that program participation makes them feel they are providing a meaningful service to the community.
- At least seventy-five percent (75%) of Senior Companions responding to the annual consumer satisfaction survey agree that program participation makes them feel engaged in their work assignment.
- At least eighty percent (80%) of Senior Companion placement sites will continue to participate in the program throughout the year.

## **VIII. Reporting and Other Requirements**

Grantee will provide various reports during the term of the grant agreement.

- A. The grantee will enter into the DAS Getcare Consumer Management section consumer data from the intake form for Senior Companion volunteers.
- B. The grantee will enter into the DAS Getcare Service Unit section all the units of service by the 5<sup>th</sup> working day of the month for the preceding month.
- C. Monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system regarding the following:

- a. Number of volunteers each month.
- b. Number of volunteer hours during the month
- c. Number of seniors served each month
- D.** Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis. Grantee will maintain evidence of staff completion of this training.
- E.** Grantee shall issue a Fiscal Closeout Report and a summary of performance on outcome objectives at the end of the fiscal year. The report is due to HSA no later than July 31<sup>st</sup> of the following fiscal year.
- F.** Grantee will provide a fiscal year annual summary of outcome objectives report to OCP by July 31<sup>st</sup> of the following fiscal year.
- G.** Grantee shall develop and ad hoc reports as requested by HSA.
- H.** All reports should be sent electronically, whenever possible, to the Program Analyst and/or the Contract Manager to the following address:

Erica Maybaum, Program Analyst  
DAS, Office of Community Partnerships  
PO Box 7988  
San Francisco, CA 94120  
Email address: [Erica.Maybaum@sfgov.org](mailto:Erica.Maybaum@sfgov.org)

Rocio Duenas, Contracts Manager  
Human Services Agency  
PO Box 7988  
San Francisco, CA 94120  
Email address: [Rocio.Duenas@sfgov.org](mailto:Rocio.Duenas@sfgov.org)

## **IX. Monitoring Activities**

- A. Program Monitoring:** Program monitoring will include review of compliance 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; 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; 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.
- 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.

	A	B	C	D	E	F	G	
1	Appendix B, Page 1							
2	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM</b>							
3								
4								
5								Name
6	Felton Institute		7/1/23-6/30/28					
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>							
8	If modification, Effective Date of Mod.		No. of Mod.					
9	<b>Program: Senior Companion</b>							
10	Budget Reference Page No.(s)							
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	7/1/27-6/30/28	Total	
12	<b>Expenditures</b>							
13	Salaries & Benefits	\$38,123	\$38,123	\$38,123	\$38,123	\$38,123	\$190,615	
14	Operating Expenses	\$48,150	\$48,150	\$48,150	\$48,150	\$48,150	\$240,750	
15	<b>Subtotal</b>	<b>\$86,273</b>	<b>\$86,273</b>	<b>\$86,273</b>	<b>\$86,273</b>	<b>\$86,273</b>	<b>\$431,365</b>	
16	Indirect Percentage (%)	15%	15%	15%	15%	15%	15%	
17	Indirect Cost (Line 16 X Line 15)	\$12,940	\$12,940	\$12,940	\$12,940	\$12,940	\$64,700	
18	Subcontractor/Capital Expenditures	\$0	\$0	\$0	\$0	\$0	\$0	
19	<b>Total Expenditures</b>	<b>\$99,213</b>	<b>\$99,213</b>	<b>\$99,213</b>	<b>\$99,213</b>	<b>\$99,213</b>	<b>\$496,065</b>	
20	<b>HSA Revenues</b>							
21	General Fund	\$99,213	\$99,213	\$99,213	\$99,213	\$99,213	\$496,065	
22								
23								
24								
25								
26								
27								
28								
29	<b>TOTAL HSA REVENUES</b>	<b>\$99,213</b>	<b>\$99,213</b>	<b>\$99,213</b>	<b>\$99,213</b>	<b>\$99,213</b>	<b>\$496,065</b>	
30	<b>Other Revenues</b>							
31								
32								
33								
34								
35								
36	<b>Total Revenues</b>	<b>\$99,213</b>	<b>\$99,213</b>	<b>\$99,213</b>	<b>\$99,213</b>	<b>\$99,213</b>	<b>\$496,065</b>	
37	Full Time Equivalent (FTE)							
39	Prepared by: Lissette Garza	Telephone No.: 510 844 8244						
40	HSA-CO Review Signature:	_____						
41	<b>HSA #1</b>							<b>12/2/2020</b>

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3	Felton Institute										
4	Program: Senior Companion										
5											
6											
7	<b>Salaries &amp; Benefits Detail</b>										
8											
9											
10											
11						7/1/23-6/30/24	7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	7/1/27-6/30/28	7/1/23-6/30/28
		Agency Totals		HSA Program		DAS	DAS	DAS	DAS	DAS	TOTAL
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
12	POSITION TITLE										
13	Director	\$120,000	1.00	6%	0.06	\$7,000	\$7,000	\$7,000	\$7,000	\$7,000	\$35,000
14	Program Manager	\$78,000	1.00	16%	0.16	\$12,650	\$12,650	\$12,650	\$12,650	\$12,650	\$63,250
15	Program Supervisor	\$55,000	1.00	9%	0.09	\$5,100	\$5,100	\$5,100	\$5,100	\$5,100	\$25,500
16	Volunteer Coordinator	\$50,000	0.53	7%	0.07	\$3,700	\$3,700	\$3,700	\$3,700	\$3,700	\$18,500
17											
18											
19											
20											
21											
22											
23											
24											
25											
26											
27											
28											
29											
30	TOTALS	\$303,000	3.53	38%	0.38	\$28,450	\$28,450	\$28,450	\$28,450	\$28,450	\$142,250
31											
32	FRINGE BENEFIT RATE	34%									
33	EMPLOYEE FRINGE BENEFITS	\$103,020				\$9,673	\$9,673	\$9,673	\$9,673	\$9,673	\$48,365
34											
35											
36	TOTAL SALARIES & BENEFITS	\$406,020				\$38,123	\$38,123	\$38,123	\$38,123	\$38,123	\$190,615
37	HSA #2	12/2/2020									

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Appendix B, Page 3														
2															
3	<b>Felton Institute</b>														
4	<b>Program: Senior Companion</b>														
5															
6															
7	<b>Operating Expense Detail</b>														
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>	<u>7/1/27-6/30/28</u>				TOTAL
13	Rental of Property						\$2,000	\$2,000	\$2,000	\$2,000	\$2,000				\$ 10,000
14	Utilities(Elec, Water, Gas, Phone, Garbage)														\$ -
15	Office Supplies, Postage						\$500	\$500	\$500	\$500	\$500				\$ 3,000
16	Building Maintenance Supplies and Repair														\$ -
17	Printing and Reproduction														\$ -
18	Insurance						\$1,500	\$1,500	\$1,500	\$1,500	\$1,500				\$ 7,500
19	Staff Training														\$ -
20	Staff Travel-(Local & Out of Town)						\$1,000	\$1,000	\$1,000	\$1,000	\$1,000				\$ 5,000
21	Rental of Equipment														\$ -
22															
23	<b>CONSULTANTS</b>														
24															\$ -
25															\$ -
26															
27	<b>OTHER</b>														
28	Volunteer Stipends (10)						\$41,600	\$41,600	\$41,600	\$41,600	\$41,600				\$ 208,000
29	Volunteer Recognition						\$1,000	\$1,000	\$1,000	\$1,000	\$1,000				\$ 5,000
31	Volunteer Transportation						\$300	\$300	\$300	\$300	\$300				\$ 1,500
32	Program Related Expenses						\$250	\$250	\$250	\$250	\$250				\$ 1,250
33															\$ -
34															
35															
36	<b>TOTAL OPERATING EXPENSE</b>						<b>\$ 48,150</b>	<b>\$ 48,150</b>	<b>\$ 48,150</b>	<b>\$ 48,150</b>	<b>\$ 48,150</b>				<b>\$ 240,750</b>
37															
38	<b>HSA #3</b>														
	12/2/2020														



# SAN FRANCISCO HUMAN SERVICES AGENCY

Department of Benefits and Family Support

Department of Disability and Aging Services

Office of Early Care and Education

Date: May 10, 2023

To: Dan Kaplan, Deputy Director, HSA

From: Esperanza Zapien, Director of Contracts, HSA

RE: Sole Source Waiver Request – Felton Institute to provide the Senior Companion Program

P.O. Box 7988  
San Francisco, CA  
94120-7988

[www.SFHSA.org](http://www.SFHSA.org)

The Human Services Agency (HSA), on behalf of the Department of Disability and Aging Services (DAS), respectfully requests the approval of the attached exemption of the sole source waiver form for Felton Institute for the provision of the Senior Companion Program.

Per Administrative Code Section 21.G, Granting Agencies shall award all Grants through an open and competitive process under Sections 21G.4, 21G.5, and 21G.6, except for Grants (1) to a governmental entity for programs, activities, or services that can be practically performed only by that particular entity, (2) made to a specific entity as required to comply with applicable law or contract, or as a result of the requirements of the funding source, (3) made for improvement to property by a property owner, or (4) awarded on a sole source basis pursuant to Section 21G.8.

Felton Institute continues to be the selected Federal Recipient for the administration of the Senior Companion program in San Francisco. The Federal Senior Companion model states that local dollars can be used to support the program. DAS expanded the Federal Senior Companion program, supplementing with local general fund to provide a more robust program. An agency can only use the title “Senior Companion Program” if that agency is the federal awardee. Copyright issues could result from attempting to use that program name and concept for an award not linked to the federal recipient.

Therefore, this grant would fall under Administrative Code section 21G.3(a)(2): Grants to a specific entity as required to comply with applicable law or contract, or as a result of the requirements of the funding source.

DAS is proposing the following:

**Request:** DAS will enter into a five (5) year sole source grant agreement with Felton Institute to provide a Senior Companion Program for the time period July 1, 2023 through June 30, 2028 in an amount not to exceed \$545,672.

**Brief description of services:** The Senior Companion Program establishes new social service roles for volunteers through which older adults can maintain a sense of self-worth, retain physical health and mental alertness, and enrich their social contacts through regular and ongoing volunteer opportunities. It also provides supportive services to older persons in an effort to maintain independent living.

**Duration:** A grant term of five (5) years from July 1, 2023 through June 30, 2028.



**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director



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HUMAN SERVICES AGENCY**

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**Justification for Sole Source:** Felton Institute continues to be the selected Federal Recipient for the administration of the Senior Companion program in San Francisco. The Federal Senior Companion model states that local dollars can be used to support the program.

**Reporting Requirements:** Grantee will provide various reports during the term of the grant agreement. The grantee will enter into the CA Getcare Consumer Management section consumer data from the intake form for senior companion volunteers. The grantee will enter into the CA Getcare Service Unit section all the units of service.

**Compliance:** The grantee will meet the normal city requirements for contracting.

**Future procurement:** Analysis of next period will determine whether or not services still qualify as a sole source.

Approved

Disapproved

DocuSigned by:

*Daniel Kaplan*

ED8A450D2D23472

Dan Kaplan, Deputy Director of Administration and Finance