



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

**MEMORANDUM**

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)

**TO:** DISABILITY AND AGING SERVICES COMMISSION

**THROUGH:** KELLY DEARMAN, EXECUTIVE DIRECTOR

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

**DATE:** WEDNESDAY, OCTOBER 4, 2023

**SUBJECT:** NEW GRANT: INDEPENDENT LIVING RESOURCE CENTER (NON-PROFIT) TO PROVIDE ADRC(AGING AND DISABILITY RESOURCE CENTER) IN SAN FRANCISCO SUPERVISORY DISTRICT 6

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**GRANT TERM:** 10/1/2023-6/30/2024

**GRANT AMOUNT:**

New	Contingency	Total
\$134,000	\$13,400	\$147,400

**ANNUAL AMOUNT:** \$134,000



**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

<b>Funding Source</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING:</b>		\$134,000		\$13,400	\$147,400
<b>PERCENTAGE:</b>		100%			100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into a new grant agreement with Independent Living Resource Center San Francisco (ILRCSF) during the period of October 1, 2023 through June 30, 2024, in the amount of \$134,000 plus a 10% contingency for a total grant amount not to exceed \$147,400. The purpose of this grant is to provide an Aging and Disability Resource Center (ADRC) for older adults and adults with disabilities in San Francisco Supervisory District 6.

## **Background**

The Aging and Disability Resource Center serves as a one-stop shop for information, referral, assistance, and translation services throughout San Francisco. ADRCs provide crucial support for many older adults, adults with disabilities and caregivers in the community. Specifically, ADRCs around the City provide services that assist people to continue living independently in the community, connecting them with long-term services and supports. ADRCs are located throughout the City and each ADRC has trained staff and on-site supervisors.

ADRC services are structured to ensure availability and accessibility in each of the supervisory districts in San Francisco. Some districts have multiple sites, depending on the borders of their districts and the availability of appropriate hubs. There are also two citywide ADRCs, one specializing in serving the disability community and the other specializing in serving the LGBTQ+ community. Each ADRC must demonstrate the capability to serve older people and adults with disabilities in their supervisory district and neighboring districts, if applicable.

In April of 2022, the San Francisco Supervisorial District lines were redrawn, leaving the new District 6 without an ADRC. In order to address this service gap, DAS Office of Community Partnerships allocated a portion of an existing California Department of Aging ADRC Infrastructure grant to fund an additional ADRC in the new District 6.

## **Services to be Provided**

ADRCs provide services at key neighborhood locations. ADRC staff work in multiple sites which are already hubs for older people and adults with disabilities accessing other services. The ADRC staff provide services a minimum of 5 days a week. Additionally, ADRC staff conduct multi-cultural, multi-lingual outreach at various locations and during various events throughout the District and City.

The Independent Living Resource Center San Francisco, located in District 6, has been serving seniors and adults with disabilities since 1977. ILRCSF offers information, support, and advocacy around a wide variety of issues which are vital in establishing and/or maintaining independent, community based living. These include adult day health care, caregiver assistance/support, community services, health and wellness, education, emergency preparedness, employment, financial assistance, food/nutrition

assistance, housing and shelter, in-home care, disability resources, vocational training, LGBTQ+ programs and services and transportation.

In addition to a designated staff person who specializes in information and referral, all ILRCSF staff are able to provide information, referral and application assistance. A majority of ILRCSF staff have a disability and a majority of the staff identify as LGBTQ+. Languages used by staff include English, Spanish, several dialects of Chinese, Farsi and ASL. The many years of experience serving the older adult and disability communities combined with the diversity of staff, make ILRCSF naturally suited to operate as the new District 6 ADRC.

### **Selection**

Grantee was selected through IB #1122 issued in August 9, 2023.

### **Funding**

This grant is funded through State Funds.

### **Attachments**

Appendix A – Services to be Provided

Appendix B – Budget

**APPENDIX A– SERVICES TO BE PROVIDED  
INDEPENDENT LIVING RESOURCE CENTER SAN FRANCISCO  
AGING AND DISABILITY RESOURCE CENTER (ADRC)  
October 1, 2023 to June 30, 2024**

**I. Purpose of Grant**

The grantee will serve as an Aging and Disability Resource Center (ADRC), providing information and referral, assistance, and translation services for older adults, adults with disabilities, veterans, and caregivers in San Francisco, with a primary focus on Supervisorial District Six (6).

**II. Definitions**

ADRC	Aging and Disability Resource Centers (ADRCs) serve as single points of entry into the long-term services and supports (LTSS) system for older adults, people with disabilities, caregivers, veterans and families. ADRCs specialize in information and referral, assistance with connecting to services and benefits, and translation needs. To fulfill these functions, ADRC locations are where people of all ages, disabilities, and income levels know they will receive objective and unbiased information on the full range of LTSS options.
Adult with a Disability	Person 18 years of age or older living with a disability
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transferring, 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 their 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
Caregiver	An adult (18 years or older) family member or another individual (e.g. friend or neighbor) who is an informal (i.e. unpaid) provider of in-home or community care to a care receiver.
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.

DAS	Department of Disability and Aging Services
Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Follow-Up	To determine the outcome of a referral by contacting the client and/or organizations to which a referral was made.
HSA	San Francisco Human Services Agency
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 sex assigned at birth. 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 clients to self-identify their income status, not to be used as a means test to qualify for the program.
SF 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.
Socially Isolated	Having few social relationships and few people to interact with regularly.
Senior/Older Adult	Person who is 60 years of age or older

### 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 needs:

- 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+
- Persons at risk of institutionalization

#### IV. Location and Time of Services

Services will take place at Independent Living Resource Center San Francisco, 825 Howard Street, San Francisco, CA, 94103. Hours of operation are from 9:00am-4:30pm, Monday to Friday.

#### V. Description of Services

Aging and Disability Resource Centers (ADRC) provide information, assistance and translation services at locations throughout San Francisco. ADRCs provide crucial support for many older adults, adults with disabilities and caregivers in the community.

ADRC services are structured to ensure availability and accessibility in each of the supervisory districts, throughout San Francisco. For example, an ADRC on a boundary between districts may actually serve both. This may result in multiple ADRCs within a single district with none in a neighboring district. Grantee will be required to serve older adults and adults with disabilities of all ages in the specified supervisory district (or districts).

Services include:

- Client needs assessment;
- **Information and Referral** Linking individuals to services available in the community where client lives. Services include, but are not limited to adult day health care, caregiver assistance/support, community services, health and wellness, education, emergency preparedness, employment, financial assistance, government assistance, food/nutrition assistance, housing and shelter, in-home care, legal, safety, recreation, senior centers, translation, mental health, disability resources, vocational training, LGBTQ+ programs/services and transportation;
- **Assistance** Support of an individual to secure the services required to meet his or her needs. This may include filling out forms and applications, providing translation, contacting agencies on behalf of the client, completing on-line referrals, writing letters, making phone calls to set up or confirm appointments, escorting the client to service providers, and conferring with service providers to ensure the client's needs will be met;
- **Follow-up** Ensuring the individual receives the services needed, and is aware of the opportunities available by contacting the client or service provider.

#### **ADRC Grantee Responsibilities:**

- Demonstrate an ability to serve both older adults and younger adults with disabilities and ensure that language needs in their catchment area can be met by their services.
- Provide ADRC services during business hours.
- Be responsible for designating back-up staff who can offer services in case of any absence.
- Develop and demonstrate targeted outreach to older adults and adults with disabilities.
- Collaborate with DAS analyst and Integrated Intake Hub at 2 Gough St on efforts to meet California Department of Aging ADRC operations criteria.
- Develop partnerships with other organizations working within the district to ensure a robust network of service provision.
- Ensure that ADRC staff has regular use of a computer with internet connection to enter in client data.
- All efforts shall be made to ensure that ADRC staff and clients have available a private room to meet that is accessible for those who use mobility devices, including those who use motorized wheelchairs and scooters.

## VI. Service Objectives

Between October 1, 2023 and June 30, 2024, Independent Living Resource Center ADRC:

- Will serve **200** unduplicated older adults and adults with disabilities:
- Will provide **200** units of information and referral services:
- Will provide **200** units of assistance:
- Will provide **50** units of follow-up services:

Grantee will record service objectives on a monthly basis into the SF DAS GetCare database.

## VII. Reporting Requirements

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

- A. Grantee will provide a **monthly** report of activities, referencing the tasks as described in Section VI –Service Objectives. Monthly service objectives include an unduplicated older adult and adult with disability client count, information and referral, assistance, and follow-up service units.
- B. Grantee shall input all required data into SF DAS GetCare on a monthly basis. Grantee is required to input monthly unit of service reports into the Service Recording Tool by the 5<sup>th</sup> working day of the month for the preceding month.
- C. Grantee shall submit Community Services Block Grant (CSBG) time study to DAS/HSA for the months of February, May, August and November, if applicable. The time study is due on the 10<sup>th</sup> day following the time study month and shall be entered on line to this website link: <https://calmaa.hfa3.org/signin>
- D. Grantee shall develop and deliver ad hoc reports as requested by DAS/HSA.
- E. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10 (for July 1 – December 31 data) and July 10 (for January 1 – June 30 data).
- F. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- G. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports should be sent to the following addresses:

Sara Hofverberg  
 Program Analyst  
 Department of Disability and Aging Services  
 Sara.Hofverberg@SFgov.org

Tahir Shaikh  
 Contract Manager  
 Human Services Agency  
 Tahir.Shaikh@SFgov.org

## VIII. 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 objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on SF 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 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 V and VI.

- B.** Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.



### HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM

Name <b>Independing Living Resource Center (ILRC)</b>	Term  10/1/23 - 6/30/24	
(Check One)    New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/> If modification, Effective Date of Mod.                      No. of Mod.		
<b>Program: Aging and Disability Resource Center in San Francisco Supervisory District 6</b>		
Budget Reference Page No.(s)		(Total)
Program Term	10/1/23 - 6/30/24	10/1/23 - 6/30/24
<b>DAS Expenditures</b>		
Salaries & Benefits	\$85,996	\$85,996
Operating Expenses	\$31,187	\$31,187
<b>Subtotal</b>	<b>\$117,183</b>	<b>\$117,183</b>
Indirect Percentage (%)	14%	14%
Indirect Cost	\$16,817	\$16,817
Capital/Subcontractor Expenditures		
<b>Total DAS Expenditures</b>	<b>\$134,000</b>	<b>\$134,000</b>
<b>DAS Revenues</b>		
State Funds	\$134,000	\$134,000
<b>Total DAS Revenue</b>	<b>\$134,000</b>	<b>\$134,000</b>
<b>Non DAS Revenues</b>		
<b>Total Non DAS Revenue</b>		

<b>TOTAL DAS AND NON DAS REVENUE</b>	<b>\$134,000</b>	<b>\$134,000</b>
Full Time Equivalent (FTE)	12.61	50.45
Prepared by:	Date:	
HSA-CO Review Signature:		
<b>HSA #1</b>		

**Salaries & Benefits Detail**

DAS Salaries & Benefits	Agency Totals		DAS Program		10/1/23 - 6/30/24	Total (10/1/23-6/30/24)
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary
Position Title						
Administrative Director	81,154	1.00	6.8%	0.07	\$5,535	\$5,535
Economic Empowerment Coordinator	75,764	1.00	6.8%	0.07	\$5,167	\$5,167
Director of Legal Services	93,127	1.00	6.8%	0.07	\$6,351	\$6,351
Assistive Technology Educator	59,343	1.00	6.8%	0.07	\$4,047	\$4,047
Community Activities Coordinator	65,013	1.00	6.8%	0.07	\$4,434	\$4,434
Systems Change Director	85,762	1.00	6.8%	0.07	\$5,849	\$5,849
Community Activities Assistant / Receptionist	43,740	0.80	6.8%	0.05	\$2,386	\$2,386
Latino Community Services Coordinator	78,405	1.00	6.8%	0.07	\$5,347	\$5,347
Chinese Community Services Coordinator	74,165	1.00	6.8%	0.07	\$5,058	\$5,058
Wheelchair Repair Technician	74,601	1.00	6.8%	0.07	\$5,088	\$5,088
Executive and Legal Assistant	72,042	0.48	6.8%	0.03	\$2,358	\$2,358
Executive Director	145,406	1.00	6.8%	0.07	\$9,917	\$9,917
Finance Director / PFE	97,385	1.00	6.8%	0.07	\$6,642	\$6,642
Assistant Finance Director	48,294	0.33	6.8%	0.02	\$1,098	\$1,098
Totals	\$1,094,199	12.61		0.86	\$69,277	\$69,277
Fringe Benefits Rate	22%					
Employee Fringe Benefits	\$245,142				\$16,719	\$16,719
<b>Total DAS Salaries and Benefits</b>	<b>\$1,339,341</b>				<b>\$85,996</b>	<b>\$85,996</b>
HSA #2						

Program: Aging and Disability Resource Center in San Francisco Supervisory Appendix B, Page 3

### Operating Expense Detail

	10/1/23 - 6/30/24	(Total) 10/1/23 - 6/30/24
<b>DAS Operating Expenses</b>		
<u>Expenditure Category</u>		
Rent	\$13,402	\$13,402
Utilities (Elec, Water, Garbage, Phone, Internet)	\$4,991	\$4,991
Office Supplies, Postage	\$246	\$246
Building Maintenance Supplies and Repair	\$579	\$579
Insurance	\$1,053	\$1,053
Rental of Equipment	\$265	\$265
<u>Consultants</u>		
IT Support	\$375	\$375
<u>Other</u>		
Dues and Subscriptions	\$276	\$276
Staff Training, Conferences and Travel (intention is to use these funds to help support the staff capability-building plan)	\$10,000	\$10,000
<b>Total DAS Operating Expenses</b>	<b>\$31,187</b>	<b>\$31,187</b>
<b>HSA #3</b>		