



London Breed, Mayor

Department of Human Services  
 Department of Aging and Adult Services  
 Office of Early Care and Education

Trent Rhorer, Executive Director

**MEMORANDUM**

**TO:** AGING & ADULT SERVICES COMMISSION

**THROUGH:** SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

**FROM:** CINDY KAUFFMAN, DEPUTY DIRECTOR  
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *J91*

**DATE:** FEBRUARY 15, 2019

**SUBJECT:** NEW GRANT: COVIA FOUNDATION AND LIGHTHOUSE FOR THE BLIND AND VISUALLY IMPAIRED (NON-PROFITS) TO PROVIDE VOLUNTEER VISITOR PROGRAMS

**GRANT TERM:** 1/1/2019-6/30/2021

<b>GRANT AMOUNT:</b>	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$236,715	\$23,672	\$260,387

<b>ANNUAL AMOUNT</b>	FY 18/19	FY19/20	FY20/21
	\$63,343	\$86,686	\$86,686

	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>Funding Source</b>					
<b>FUNDING:</b>	\$236,715			\$23,672	\$260,387
<b>PERCENTAGE:</b>	100%			100%	

The Department of Aging and Adult Services (DAAS) requests authorization to enter into new grant agreements with Covia Foundation and LightHouse for the Blind and Visually Impaired for the time period of January 1, 2019 to June 30, 2021, in the combined amount of \$236,715 plus a 10% contingency for a total amount not to exceed \$260,387. The purpose of each grant is to provide a volunteer visitor program that will match volunteer visitors with older adults and/or adults with disabilities living in the City and County of San Francisco who may be isolated or at heightened risk of isolation. The funding amounts are detailed in the following table:

<b>Grantee</b>	<b>FY 18/19</b>	<b>FY 19/21</b>	<b>Total FY 18-21</b>	<b>10% Contingency</b>	<b>Total Not to Exceed</b>
LightHouse for the Blind and Visually Impaired	\$10,843	\$43,372	\$54,215	\$5,422	\$59,637
Covia Foundation	\$52,500	\$130,000	\$182,500	\$18,250	\$200,750
<b>Total</b>	<b>\$63,343</b>	<b>\$173,372</b>	<b>\$236,715</b>	<b>\$23,672</b>	<b>\$260,387</b>

### **Background**

City and County of San Francisco voters passed Proposition I on November 8, 2016. Proposition I established the Dignity Fund (Fund). The Dignity Fund is a guaranteed funding stream for programs and services that provide support for older adults and adults with disabilities. The Department of Aging and Adult Services (DAAS) administers the Dignity Fund.

There is an Oversight and Advisory Committee (OAC) for the Fund. DAAS and the OAC are responsible for a fair and equitable allocation of the Fund. The administration of the Fund includes a planning process that began in FY 17/18 and repeats every fourth fiscal year. The planning process starts with a Community Needs Assessment (DFCNA). The FY 17/18 DFCNA was completed and the Board of Supervisors approved the DFCNA report in June of 2018. The findings from each DFCNA help inform an allocation plan for the expenditure of the Fund.

The City Charter Amendment for the Fund requires the City to make an annual baseline contribution to the Fund and to increase the baseline contribution to the Fund in FY 17/18 through FY 26/27. In FY 18/19 the City added \$3 million dollars to the annual baseline contribution. Using the DFCNA as a guide and in consultation with the OAC, DAAS developed a FY 18/19 allocation plan for the expenditure of the \$3 million dollars added to the fund.

The allocation plan for the additional \$3 million in FY 18/19 includes an initiative to mitigate social isolation by providing a volunteer visitor program. DAAS recognizes and the DFCNA report reinforces that social isolation is a serious concern for older adults and adults with disabilities in San Francisco. Consumers who responded to the population survey conducted for the DFCNA echoed the concern and expressed a desire for more companionship services to prevent social isolation. The DFCNA highlighted the need to continue providing programming that creates opportunities for older adults and adults with disabilities to socialize and that aims to reduce social isolation.

Social isolation was also one of the five equity factors considered in DFCNA. Volunteer visitor programs will not only help to mitigate social isolation, they align with a key priority for DAAS, which is to address equity factors in service delivery.

### **Services to be Provided**

The grantees will provide volunteer visitor programs that matches and connects a volunteer with an older adult and/or adult with a disability who has enrolled in grantees' volunteer visitor

program. The matching process implemented by the grantees will take into account the interests and needs of the older adult and/or adult with a disability to promote a successful pairing and relationship building. Volunteer visits will be in person, scheduled on a regular basis with consideration given to the availability of both the older adult and/or adult with a disability and the volunteer visitor. Visits will be at a mutually agreed upon time and if somewhere other than home of the older adult and/or adult with a disability, at a mutually agreed upon place. The volunteer visitor will visit the older adult or adult with a disability enrolled in the program that they connect with at least twice per month and each visit will be at least one hour in duration. The grantees will recruit, screen and train volunteer visitors. A minimum of a six-month commitment by the volunteer visitor is required.

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

### **Performance**

These are new grants for each of the grantees and DAAS. There is no monitoring history specific for this program to report at this time. LightHouse for the Blind and Visually Impaired is a current DAAS contractor and in compliance with performance and monitoring requirements for fiscal year 17/18 for its other DAAS grants. Covia Foundation is a new DAAS contractor.

### **Selection**

Grantees were selected through Request for Proposals #821, which was competitively bid in October 2018.

### **Funding**

Volunteer Visitor Program grants will be funded through 100% County Funds.

## **ATTACHMENTS**

Covia Foundation  
Appendix A, Services to be Provided  
Appendix B, Budget  
Appendix F, Site Chart

LightHouse for the Blind and Visually Impaired  
Appendix A, Services to be Provided  
Appendix B, Budget  
Appendix F, Site Chart

**Appendix A – Services to be Provided  
Covia Foundation  
Volunteer Visitor Program  
January 1, 2019 – June 30, 2021**

**I. Purpose of Grant**

The purpose of this grant is to provide a visitor program that will match volunteers with older adults and/or adults with disabilities living in the City and County of San Francisco who may be socially isolated or at heightened risk of isolation.

**II. Definitions**

Adult Protective Services (APS)	The unit within DAAS that accepts and responds to reports of abuse, neglect, exploitation, and self-neglect involving older adults and adults with disabilities.
Adult with a Disability	A person 18 to 59 years of age living with a disability.
CA.GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing Online System.
City	City and County of San Francisco, a municipal corporation.
Client Participant	An older adult or adult with a disability participating in the Volunteer Visitor Program and reflected in CA.GetCare through program enrollment; used interchangeably with “unduplicated consumer.”
Communities of Color	Persons who identify with a race or ethnicity other than non-Hispanic White.
Controller	Controllers of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services of the San Francisco Human Services Agency.
DAAS Integrated Intake and Referral Unit	A unit within DAAS that is equipped to receive calls from the community and provide information, referrals, and assistance for older adults and adults with disabilities,

	caregivers, and community-based organizations.
Dignity Fund (Fund)	The City and County of San Francisco, City Charter, Sections 16.128-1 through 16.128-12. DAAS will expend monies in the Fund solely to help seniors and adults with disabilities secure and utilize the services and support necessary to age with dignity in their own homes and communities.
Dignity Fund Community Needs Assessment (DFCNA)	A community needs assessment report required every four years by the City Charter Amendment for the Fund. The findings from each DFCNA inform an allocation plan for the expenditure of the Fund. The first DFCNA was completed in fiscal year 2017-2018.
Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Grantee	Covia Foundation
LGBT/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.
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. Used by consumers to self-identify their income status and is not used as a means test to qualify for the program.
OAC	Oversight and Advisory Committee
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years of age or older; used interchangeably with "senior."

Senior	Person who is 60 years of age or older; used interchangeably with “older adult.”
SF-HSA	Human Services Agency of the City and County of San Francisco
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.)
Three Item UCLA Loneliness Scale	A scale comprised of three questions that measures three dimensions of loneliness. <a href="https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2394670/">https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2394670/</a>
Unduplicated Consumer (UDC)	An older adult or adult with a disability participating in the Volunteer Visitor Program and reflected in CA.GetCare through program enrollment; used interchangeably with “client participant.”
Volunteer Visitor	An adult volunteer screened and trained by the grantee to provide in person visits to an older adult and/or adult with disability enrolled in the Volunteer Visitor Program.

### III. Target Population

Older adults and/or adults with disabilities living in the City and County of San Francisco who are socially isolated or at heightened risk of isolation. Additional target priorities include members of a population with one or more of the other equity factors identified in the DFCNA:

- Low Income
- Limited or No English Speaking Proficiency
- Communities of Color
- Sexual Orientation and Gender Identity

### IV. Eligibility for Program Enrollment

1. A resident of San Francisco; and
2. A person who is an older adult or an adult with a disability.

## V. Description of Services

1. Grantee will provide the Volunteer Visitor Program for older adults and/or adults with disabilities living in the City and County of San Francisco who may be socially isolated or at heightened risk of isolation. The program will connect an older adult or adult with a disability, hereinafter also known as client participant, to an adult volunteer who will visit in person and on a regular basis.
2. A client participant will receive an in-person visit from the same adult volunteer at least twice per month and each visit will be at least one hour in duration unless a client participant indicates a preference for a shorter duration and/or frequency and it is documented by the grantee.
3. Grantee will connect client participants with volunteer visitors through a matching process. The policy and procedures for the matching process conducted by the grantee will promote successful pairings and relationship building. A minimum of a six-month commitment by the volunteer visitor is required.
4. Grantee will have written guidelines and expectations for both the client participant and volunteer visitor.
5. Grantee will ensure that units of service provided through this grant agreement are tracked and distinguishable, including the number of visits provided to client participants by volunteer visitors.
6. Grantee will conduct outreach for its Volunteer Visitor Program aimed at reaching the target population and at recruiting volunteer visitors.
7. Grantee will recruit, screen, and train volunteer visitors. The screening process for volunteer visitors will include, but is not limited to, a background check for all volunteer visitors.
8. Grantee will ensure the volunteer training is comprehensive and includes, but is not limited to, how to report suspected abuse or self-neglect to APS, an overview of the services available at DAAS Intake and Referral Unit, and the general role the unit has in serving older adults and adults with disabilities. Training must be provided before a volunteer begins visiting a client participant.
9. Grantee will have readily available resources that volunteers can access as needed to help and support them in their role as a volunteer visitor.
10. Grantee will conduct an in-home assessment of the client participant prior to connecting a client participant with a volunteer visitor to confirm that the visitor program is an appropriate service and to ensure the safety of both the client participant and volunteer visitor.
11. Grantee will administer the Three Item UCLA Loneliness Scale questionnaire to all client participants enrolled in the Volunteer Visitor Program and track client participants' scores as needed to report annual outcome objectives.
12. Grantee shall ensure adequate and culturally competent paid and volunteer staffing to administer the program, deliver quality services to meet the needs of the client participants, and adhere to all DAAS program standards.
13. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules.

14. Grantee will have policy and procedures that are compliant with local/city, state, and federal regulatory agencies, including the DAAS policy memoranda manual.

**VI. Location and Time of Services**

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

**VII. Service Objectives**

On an annual basis, Grantee will meet the following Service Objectives for the Volunteer Visitor Program detailed in Table A below:

TABLE A				
Service Objective Summary Table	*FY 2018-2019	FY 2019-2020	FY 2020-2021	Total – 3 years
The number of client participants/unduplicated consumers enrolled	41	75	109	225
The number volunteer visitors, recruited, screened, and trained	48	88	128	264
The number of volunteer visitors connected to client participants	41	75	109	225
The number of visits provided to client participants by volunteer visitors	861	3150	4578	8589
75% or more of the client participants will participate in the Volunteer Visitor Program for six months or more.				
*Year One, FY 2018-2019, is 6 months only				

**VIII. Outcome Objectives**

On an annual basis, Grantee will meet the following Outcome Objectives:

1. At least 75% of the surveyed client participants will report that participation in the volunteer visitor program has supported them to develop a meaningful relationship or friendship.\*
2. At least 75% of the surveyed client participants will report that participation in the Volunteer Visitor Program has reduced their sense of isolation.\*
3. At least 75% of the client participants who screen as “lonely” using the Three Question UCLA Loneliness Scale will report a reduction in loneliness as evidence by a decrease in their loneliness score after participating in the program when comparing at least two questionnaires taken in a fiscal year or after participating in the program for six or more months.

*\*Based on a survey created by the grantee with input from DAAS and a sample size of at least 60% of the enrolled unduplicated consumer.*



## IX. Reporting Requirements

1. Grantee will provide a monthly report of activities as described in Section V. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
2. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers using the DAAS provided or DAAS approved intake form into the CA.GetCare database in accordance to DAAS policy.
3. Grantee will enter into the Ca.GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
4. Grantee will enter monthly reports into the CARBON database system that includes the following information:
  - Number of unduplicated consumers served during the month.
  - Number of units of service provided during the month.
5. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VII and VIII, Service Objectives and Outcome Objectives, respectively. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
6. Grantee shall issue a fiscal closeout report at the end of the fiscal year. The Grantee will submit the report to SF-HSA through CARBON system no later than July 31 each grant year.
7. Grantee will provide an annual consumer satisfaction survey report to DAAS by March 15 each grant year or a mutually agreed upon date between DAAS and the Grantee.
8. Grantee shall develop and deliver an annual summary report of SOGI data collected in each grant year as requested by SF-HSA. The due date for submitting the annual summary report is no later than July 10 each grant year.
9. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA and/or DAAS.

For assistance with reporting requirements or submission of reports, contact:

Annyse.Acevedo@sfgov.org  
Contract Manager, Office of Contract Management

or

Tiffany.Kearney@sfgov.org  
Program Manager, Division of DAAS

## **X. Monitoring Activities**

1. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; consumer eligibility and any targeted mandates, back up documentation for the units of service and all reporting including the log of service units which is based on the service provision hours; sign-in sheets of consumers who participated in services, and progress of service and outcome objectives; how consumer records are collected and maintained; reporting performance including monthly service unit reports on CA.GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the elder abuse reporting, evidence that program staff have completed security awareness training; program operation, which includes a review of a written policies and procedures manual of all DAAS 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; a board of director list and whether services are provided appropriately according to Sections V, VI, VII, VIII and IX.
2. 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
1					Appendix B, Page 1
2					Document Date: 2/4/19
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>				
4	<b>BY PROGRAM</b>				
5	Name			Term	
6	Social Call, A Community Service of Covia			1/1/2019-6/30/2021	
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	Program: Volunteer Visitor Program	01/01/19-06/30/19	07/01/19-06/30/20	07/01/20-06/30/21	01/01/2019-06/30/2021
10	Budget Reference Page No.(s)				
11	Program Term				Total
12	<b>Expenditures</b>				
13	Salaries & Benefits	\$30,393	\$63,217	\$64,776	\$158,386
14	Operating Expense	\$22,107	\$1,783	\$224	\$24,114
15	<b>Subtotal</b>	<b>\$52,500</b>	<b>\$65,000</b>	<b>\$65,000</b>	<b>\$182,500</b>
16	Total Expenditures	\$52,500	\$65,000	\$65,000	\$182,500
17	<b>HSA Revenues</b>				
18	General Fund	\$52,500	\$65,000	\$65,000	\$182,500
19					
20					
21					
22					
23					
24					
25					
26	TOTAL HSA REVENUES	\$52,500	\$65,000	\$65,000	\$182,500
27	<b>Other Revenues</b>				
28					
29					
30	Total Revenues	\$52,500	\$65,000	\$65,000	\$182,500
31	Full Time Equivalent (FTE)	0.8	0.8	0.8	2.4
33	Prepared by: Julie Hoerl		Telephone No.: 925-956-7393 : 11/30/2018		
34	HSA-CO Review Signature: _____				
35	HSA #1				10/25/2016



	A	B	C	D	E	F	G	H	I	J	K	
1											Appendix B, Page 3	
2											Document Date: 2/4/19	
3												
4	Program: Volunteer Visitor F											
5	(Same as Line 9 on HSA #1)											
6												
7	<b>Operating Expense Detail</b>											
8												
9												
10												
11											TOTAL	
12	Expenditure Category	TERM		01/01/19-06/30/19	07/01/19-06/30/20	07/01/20-06/30/21	01/01/2019-06/30/2021					
13	Rental of Property											
14	Utilities(Elec, Water, Gas, Phone, Garbage)											
15	Office Supplies, Postage											
16	Building Maintenance Supplies and Repair											
17	Printing and Reproduction											
18	Insurance											
19	Staff Training											
20	Staff Travel-(Local & Out of Town)			\$160	\$300	\$224		\$684				
21	Rental of Equipment											
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE											
23	OTO- UCSF Program Evaluation			\$20,000				\$20,000				
24												
25												
26												
27												
28	OTHER											
29												
30	Translation											
31	Communications											
32	Outreach											
33	Volunteer Expense			\$1,947	\$1,483			\$3,430				
34												
35	TOTAL OPERATING EXPENSE			\$22,107	\$1,783	\$224		\$24,114				
36												
37	HSA #3											10/25/2016

Date: 1/1/2019		FY: 2018-2019	
AGENCY: Covia Foundation		SITE CHART - Appendix F	
CONTRACT MAILING ADDRESS: 2185 N. California Blvd, Suite 215, Walnut Creek, CA 94596		Agency's web site: www.covia.org	
DIRECTOR: Amber Carroll		PHONE NO.: 415-859-5658	
Program: Volunteer Visitor Program	Volunteer Visitor		
Total Annual # of UDC =	41		
SITES: Name of Site	Covia Foundation		
Address and Zip	881 Turk St. San Francisco, CA 94102		
Phone Number	877-797-7299		
Fax Number	NA		
Neighborhood	Civic Center		
Supervisory District No.	6		
Person in Charge:	Amber Carroll		
Site Manager/Coordinator	Brian Stannard		
Additional Programs Offered at Site	Social Call Program		
Days Open	x Mon x Tues x Wed x Thurs x Fri Sat Sun	Mon Tues Wed Thurs Fri Sat Sun	Mon Tues Wed Thurs Fri Sat Sun
Hours Open	9 a.m. - 5 p.m.		
Total number of Service Days	252		
DAAS Funded Meal Service (Yes/No)	No		
Number of Service Days Closed	8		
Days Closed (list holidays closed)	President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Friday after, Christmas Day		
ADA Accessible	x Yes No	Yes No	Yes No

Date: 1/1/2019		FY: 2019-2020																												
AGENCY: Covia Foundation		www.covia.org																												
CONTRACT MAILING ADDRESS: 2185 N. California Blvd, Suite 215, Walnut Creek, CA 94596		Agency's web site:																												
DIRECTOR: Amber Carroll		PHONE NO.: 415-859-3658																												
Program: Volunteer Visitor Program	Volunteer Visitor																													
Total Annual # of UDC =	75																													
SITES: Name of Site	Covia Foundation																													
Address and Zip	881 Turk St. San Francisco, CA 94102																													
Phone Number	877-797-7299																													
Fax Number	NA																													
Neighborhood	Civic Center																													
Supervisory District No.	6																													
Bus Line #																														
Person in Charge:	Amber Carroll																													
Site Manager/Coordinator	Brian Stannard																													
Additional Programs Offered at Site	Social Call Program																													
Days Open	<table border="0"> <tr> <td>x</td><td>Mon</td><td>x</td><td>Tues</td><td>x</td><td>Wed</td><td>Mon</td><td>Tues</td><td>Wed</td> </tr> <tr> <td></td><td></td><td>x</td><td>Thurs</td><td>x</td><td>Fri</td><td>Thurs</td><td>Fri</td><td>Wed</td> </tr> <tr> <td></td><td></td><td></td><td>Sat</td><td></td><td>Sun</td><td>Sat</td><td>Sun</td><td>Thurs</td> </tr> </table>	x	Mon	x	Tues	x	Wed	Mon	Tues	Wed			x	Thurs	x	Fri	Thurs	Fri	Wed				Sat		Sun	Sat	Sun	Thurs		
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Date: 1/1/2019		FY: 2020-2021	
AGENCY: Covia Foundation		www.covia.org	
CONTRACT MAILING ADDRESS: 2185 N. California Blvd. Suite 215, Walnut Creek, CA 94596		Agency's web site:	
DIRECTOR: Amber Carroll		PHONE NO.: 415-859-5658	
Program: Volunteer Visitor Program	Volunteer Visitor		
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SITES: Name of Site	Covia Foundation		
Address and Zip	881 Turk St. San Francisco, CA 94102		
Phone Number	877-797-7299		
Fax Number	NA		
Neighborhood	Civic Center		
Supervisory District No.	6		
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Site Manager/Coordinator	Brian Stannard		
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Days Closed (list holidays closed)	President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Friday after, Christmas Day		
ADA Accessible	x Yes No	Yes No	Yes No



**Appendix A – Services to be Provided  
LightHouse for the Blind and Visually Impaired  
Volunteer Visitor Program  
January 1, 2019 – June 30, 2021**

**I. Purpose of Grant**

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**II. Definitions**

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	caregivers, and community-based organizations.
Dignity Fund (Fund)	The City and County of San Francisco, City Charter, Sections 16.128-1 through 16.128-12. DAAS will expend monies in the Fund solely to help seniors and adults with disabilities secure and utilize the services and support necessary to age with dignity in their own homes and communities.
Dignity Fund Community Needs Assessment (DFCNA)	A community needs assessment report required every four years by the City Charter Amendment for the Fund. The findings from each DFCNA inform an allocation plan for the expenditure of the Fund. The first DFCNA was completed in fiscal year 2017-2018.
Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Grantee	LightHouse for the Blind and Visually Impaired
LGBT/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.
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. Used by consumers to self-identify their income status and is not used as a means test to qualify for the program.
OAC	Oversight and Advisory Committee
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years of age or older; used interchangeably with "senior."

Senior	Person who is 60 years of age or older; used interchangeably with “older adult.”
SF-HSA	Human Services Agency of the City and County of San Francisco
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.)
Three Item UCLA Loneliness Scale	A scale comprised of three questions that measures three dimensions of loneliness. <a href="https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2394670/">https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2394670/</a>
Unduplicated Consumer (UDC)	An older adult or adult with a disability participating in the Volunteer Visitor Program and reflected in CA.GetCare through program enrollment; used interchangeably with “client participant.”
Volunteer Visitor	An adult volunteer screened and trained by the grantee to provide in person visits to an older adult and/or adult with a disability enrolled in the Volunteer Visitor Program.

### III. Target Population

Older adults and/or adults with disabilities living in the City and County of San Francisco who are socially isolated or at heightened risk of isolation. Additional target priorities include members of a population with one or more of the other equity factors identified in the DFCNA:

- Low Income
- Limited or No English Speaking Proficiency
- Communities of Color
- Sexual Orientation and Gender Identity

### IV. Eligibility for Program Enrollment

1. A resident of San Francisco; and
2. A person who is an older adult or an adult with a disability.

## V. Description of Services

1. Grantee will provide the Volunteer Visitor Program for older adults and/or adults with disabilities living in the City and County of San Francisco who may be socially isolated or at heightened risk of isolation. The program will connect an older adult or adult with a disability, hereinafter also known as client participant, to an adult volunteer who will visit in person and on a regular basis.
2. A client participant will receive an in-person visit from the same adult volunteer at least twice per month and each visit will be at least one hour in duration unless a client participant indicates a preference for a shorter duration and/or frequency and it is documented by the grantee.
3. Grantee will connect client participants with volunteer visitors through a matching process. The policy and procedures for the matching process conducted by the grantee will promote successful pairings and relationship building. A minimum of a six-month commitment by the volunteer visitor is required.
4. Grantee will have written guidelines and expectations for both the client participant and volunteer visitor.
5. Grantee will ensure that units of service provided through this grant agreement are tracked and distinguishable, including the number of visits provided to client participants by volunteer visitors.
6. Grantee will conduct outreach for its Volunteer Visitor Program aimed at reaching the target population and at recruiting volunteer visitors.
7. Grantee will recruit, screen, and train volunteer visitors. The screening process for volunteer visitors will include, but is not limited to, a background check for all volunteer visitors.
8. Grantee will ensure the volunteer training is comprehensive and includes, but is not limited to, how to report suspected abuse or self-neglect to APS, an overview of the services available at DAAS Intake and Referral Unit, and the general role the unit has in serving older adults and adults with disabilities. Training must be provided before a volunteer begins visiting a client participant.
9. Grantee will have readily available resources that volunteers can access as needed to help and support them in their role as a volunteer visitor.
10. Grantee will conduct an in-home assessment of the client participant prior to connecting a client participant with a volunteer visitor to confirm that the visitor program is an appropriate service and to ensure the safety of both the client participant and volunteer visitor.
11. Grantee will administer the Three Item UCLA Loneliness Scale questionnaire to all client participants enrolled in the Volunteer Visitor Program and track client participants' scores as needed to report annual outcome objectives.
12. Grantee shall ensure adequate and culturally competent paid and volunteer staffing to administer the program, deliver quality services to meet the needs of the client participants, and adhere to all DAAS program standards.
13. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules.

14. Grantee will have policy and procedures that are compliant with local/city, state, and federal regulatory agencies, including the DAAS policy memoranda manual.

**VI. Location and Time of Services**

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

**VII. Service Objectives**

On an annual basis, Grantee will meet the following Service Objectives for the Volunteer Visitor Program detailed in Table A below:

TABLE A				
Service Objective Summary Table	*FY 2018-2019	FY 2019-2020	FY 2020-2021	Total – 3 years
The number of client participants/unduplicated consumers enrolled	15	35	35	85
The number volunteer visitors, recruited, screened, and trained	20	40	40	100
The number of volunteer visitors connected to client participants	15	35	35	85
The number of visits provided to client participants by volunteer visitors	135	840	840	1815
75% or more of the client participants will participate in the Volunteer Visitor Program for six months or more.				
*Year One, FY 2018-2019, is 6 months only				

**VIII. Outcome Objectives**

On an annual basis, Grantee will meet the following Outcome Objectives:

1. At least 75% of the surveyed client participants will report that participation in the volunteer visitor program has supported them to develop a meaningful relationship or friendship.\*
2. At least 75% of the surveyed client participants will report that participation in the Volunteer Visitor Program has reduced their sense of isolation.\*
3. At least 75% of the client participants who screen as “lonely” using the Three Question UCLA Loneliness Scale will report a reduction in loneliness as evidence by a decrease in their loneliness score after participating in the program when comparing at least two questionnaires taken in a fiscal year or after participating in the program for six or more months.

*\*Based on a survey created by the grantee with input from DAAS and a sample size of at least 60% of the enrolled unduplicated consumer.*

## **IX. Reporting Requirements**

1. Grantee will provide a monthly report of activities as described in Section V. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
2. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers using the DAAS provided or DAAS approved intake form into the CA.GetCare database in accordance to DAAS policy.
3. Grantee will enter into the Ca.GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
4. Grantee will enter monthly reports into the CARBON database system that includes the following information:
  - Number of unduplicated consumers served during the month.
  - Number of units of service provided during the month.
5. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VII and VIII, Service Objectives and Outcome Objectives, respectively. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
6. Grantee shall issue a fiscal closeout report at the end of the fiscal year. The Grantee will submit the report to SF-HSA through CARBON system no later than July 31 each grant year.
7. Grantee will provide an annual consumer satisfaction survey report to DAAS by March 15 each grant year or a mutually agreed upon date between DAAS and the Grantee.
8. Grantee shall develop and deliver an annual summary report of SOGI data collected in each grant year as requested by SF-HSA. The due date for submitting the annual summary report is no later than July 10 each grant year.
9. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA and/or DAAS.

For assistance with reporting requirements or submission of reports, contact:

Annyse.Acevedo@sfgov.org  
Contract Manager, Office of Contract Management

or

Tiffany.Kearney@sfgov.org  
Program Manager, Division of DAAS

## **X. Monitoring Activities**

1. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; consumer eligibility and any targeted mandates, back up documentation for the units of service and all reporting including the log of service units which is based on the service provision hours; sign-in sheets of consumers who participated in services, and progress of service and outcome objectives; how consumer records are collected and maintained; reporting performance including monthly service unit reports on CA.GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the elder abuse reporting, evidence that program staff have completed security awareness training; program operation, which includes a review of a written policies and procedures manual of all DAAS 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; a board of director list and whether services are provided appropriately according to Sections V, VI, VII, VIII and IX.
2. 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
1	Appendix B, Page 1				
2					
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>				
4	<b>BY PROGRAM</b>				
5	Name			Term	
6	LightHouse for the Blind and Visually Impaired			1/1/2019-6/30/2021	
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	Program: Volunteer Visitor Program	01/01/19-06/30/19	07/01/19-06/30/20	07/01/20-06/30/21	01/01/2019-06/30/2021
10	Budget Reference Page No.(s)				
11	Program Term				<b>Total</b>
12	<b>Expenditures</b>				
13	Salaries & Benefits	\$8,232	\$16,465	\$16,465	\$41,161
14	Operating Expense	\$1,625	\$3,250	\$3,250	\$8,125
15	<b>Subtotal</b>	<b>\$9,857</b>	<b>\$19,715</b>	<b>\$19,715</b>	<b>\$49,286</b>
16	Indirect Percentage (%)	10%	10%	10%	10%
17	Indirect Cost (Line 16 X Line 15)	\$986	\$1,971	\$1,971	\$4,929
18	Capital Expenditure	\$0	\$0	\$0	\$0
19	<b>Total Expenditures</b>	<b>\$10,843</b>	<b>\$21,686</b>	<b>\$21,686</b>	<b>\$54,215</b>
20	<b>HSA Revenues</b>				
21	General Fund	\$10,843	\$21,686	\$21,686	\$54,215
22					
23					
24					
25					
26					
27					
28					
29	<b>TOTAL HSA REVENUES</b>	<b>\$10,843</b>	<b>\$21,686</b>	<b>\$21,686</b>	<b>\$54,215</b>
30	<b>Other Revenues</b>				
31					
32					
33					
34					
35					
36	<b>Total Revenues</b>	<b>\$10,843</b>	<b>\$21,686</b>	<b>\$21,686</b>	<b>\$54,215</b>
37	Full Time Equivalent (FTE)	21%	21%	21%	
39	Prepared by: Alan Hencky, Director of Finance		Telephone No.:	415-431-1481	Date 11/30/2018
40	HSA-CO Review Signature: _____				
41	HSA #1				10/25/2016





	A	B	C	D	E	F	G	H	I
1	Appendix B, Page 2								
2									
3									
4	Program Name: Volunteer Visitor								
5	(Same as Line 9 on HSA #1)								
6									
7	<b>Salaries &amp; Benefits Detail</b>								
8									
9									
10									
11		Agency Totals		HSA Program		DHS Program	DHS Program	DHS Program	TOTAL
12	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary 01/01/19-06/30/19	Budgeted Salary 07/01/19-06/30/20	Budgeted Salary 07/01/20-06/30/21	01/01/19 - 06/30/21
13	Volunteer Engagement Spec.	\$56,650	1.00	20%	0.20	\$5,665	\$11,330	\$11,330	\$28,325
14	Sr. Director, Programs	\$158,340	1.00	1%	0.01	\$792	\$1,583	\$1,583	\$3,959
15									
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30	TOTALS	\$214,990	2.00	21%	0.21	\$6,457	\$12,913	\$12,913	\$32,284
31									
32	FRINGE BENEFIT RATE	27.5%							
33	EMPLOYEE FRINGE BENEFITS	\$59,122				\$1,776	\$3,551	\$3,551	\$8,878
34									
35									
36	TOTAL SALARIES & BENEFITS	\$274,112				\$8,232	\$16,465	\$16,465	\$41,161
37	HSA #2								10/25/2016

Date: 11/30/2018

SITE CHART - Appendix F

FY: 2018-2019

AGENCY: LightHouse for the Blind and Visually Impaired

CONTRACT MAILING ADDRESS: 1155 Market Street, 10th Floor, 94103

Agency's web site: www.lighthouse-sf.org

DIRECTOR: Bryan Bashin, CEO

PHONE NO.: 415-694-7346

<b>Program:</b>	Volunteer Visitor		
<b>Total Annual # of UDC =</b>	15		
<b>SITES: Name of Site</b>	LightHouse for the Blind and Visually Impaired		
<b>Address and Zip</b>	1155 Market Street, 10th Floor, 94103		
<b>Phone Number</b>	415-431-1481		
<b>Fax Number</b>	415-863-7568		
<b>Neighborhood</b>	Mid-Market		
<b>Supervisory District No.</b>	6		
<b>Person in Charge:</b>	Allyson Ferrari		
<b>Site Manager/Coordinator</b>	Scott Blanks		
<b>Additional Programs Offered at Site</b>	Community Services, Tech Training, Daily Living, Counseling, Braille, White Cane Mobility, youth enrichment, more		
<b>Days Open</b>	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thurs <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat <input type="checkbox"/> Sun		
<b>Hours Open</b>	8 a.m. - 6 p.m.		
<b>Total number of Service Days</b>	approx. 296/year		
<b>DAAS Funded Meal Service (Yes/No)</b>	No		
<b>Number of Service Days Closed</b>	approx. 69/year		
<b>Days Closed (list holidays closed)</b>	fifth Saturdays, Sundays, New Year's, MLK, President's Day, Memorial Day, July 4, Labor Day, Thanksgiving and Friday after, December 25-31		
<b>ADA Accessible</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

AGENCY: LightHouse for the Blind and Visually Impaired www.lighthouse-sf.org

CONTRACT MAILING ADDRESS: 1155 Market Street, 10th Floor, San Francisco CA 94103 Agency's web site:

DIRECTOR: Bryan Bashin, CEO PHONE NO.: 415-694-7346

Program:	Volunteer Visitor
Total Annual # of UDC =	35
SITES: Name of Site	LightHouse for the Blind and Visually Impaired
Address and Zip	1155 Market Street, 10th Floor, 94103
Phone Number	415-431-1481
Fax Number	415-863-7568
Neighborhood	Mid-Market
Supervisory District No.	6
Bus Line #	5, 5R, 9R, 14, 14R, 19, J, K, L, M, N, T, F
Person in Charge:	Lisamaria Martinez
Site Manager/Coordinator	Scott Blanks
Additional Programs Offered at Site	Community Services, Tech Training, Daily Living, Counseling, Braille, White Cane Mobility, youth enrichment, more
Days Open	x_Mon x_Tues x_Wed x_Thurs x_Fri x_Sat Sun
Hours Open	8 a.m. - 6 p.m.
Total number of Service Days	approx. 296
DAAS Funded Meal Service (Yes/No)	No
Number of Service Days Closed	approx. 69
Days Closed (list holidays closed)	fifth Saturdays, Sundays, New Year's, MLK, President's Day, Memorial Day, July 4, Labor Day, Thanksgiving and Friday after, December 25-31
ADA Accessible	x_Yes No

Date: 11/30/2018 FY: 2020-2021

**SITE CHART - Appendix F**

AGENCY: LightHouse for the Blind and Visually Impaired

CONTRACT MAILING ADDRESS: 1155 Market Street, 10th Floor, San Francisco CA 94013 Agency's web site: [www.lighthouse-sf.org](http://www.lighthouse-sf.org)

DIRECTOR: Bryan Bashin, CEO PHONE NO.: 415-694-7346

<b>Program:</b>	Volunteer Visitor
<b>Total Annual # of UDC =</b>	35
<b>SITES: Name of Site</b>	LightHouse for the Blind and Visually Impaired
<b>Address and Zip</b>	1155 Market Street, 10th Floor, 94103
<b>Phone Number</b>	415-431-1481
<b>Fax Number</b>	415-863-7568
<b>Neighborhood</b>	Mid-Market
<b>Supervisory District No.</b>	6
<b>Person in Charge:</b>	Lisamaria Martinez
<b>Site Manager/Coordinator</b>	Scott Blanks
<b>Additional Programs Offered at Site</b>	Community Services, Tech Training, Daily Living, Counseling, Braille, White Cane Mobility, youth enrichment, more
<b>Days Open</b>	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thurs <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat <input type="checkbox"/> Sun
<b>Hours Open</b>	8 a.m. – 6 p.m.
<b>Total number of Service Days</b>	approx. 296
<b>DAAS Funded Meal Service (Yes/No)</b>	No
<b>Number of Service Days Closed</b>	approx. 69
<b>Days Closed (list holidays closed)</b>	fifth Saturdays, Sundays, New Year's, MLK, President's Day, Memorial Day, July 4, Labor Day, Thanksgiving and Friday after, December 25-31
<b>ADA Accessible</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>