



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 AND ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

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

DATE: FEBRUARY 15, 2019

SUBJECT: NEW GRANT: **YMCA OF SAN FRANCISCO (NON-PROFIT)** TO PROVIDE A COMMUNITY CONNECTOR PROGRAM

GRANT TERM: 1/1/19-6/30/20

GRANT AMOUNT:	<u>New</u>	<u>Contingency</u>	<u>Total</u>		
	\$75,000	\$7,500	\$82,500		

ANNUAL AMOUNT:	<u>FY18-19</u>	<u>FY19-20</u>			
	\$25,000	\$50,000			

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$75,000			\$7,500	\$82,500
PERCENTAGE:	100%				100%

The Department of Aging and Adult Services (DAAS) requests authorization to enter into a new grant agreement with the YMCA of San Francisco for the time period starting January 1, 2019 and ending on June 30, 2020, in the amount of \$75,000 plus a 10% contingency for a total amount not to exceed \$82,500. The purpose of this grant is to improve the lives of older adults and adults with disabilities in District 3 through the development of a Community Connector program.

Background

Community Services programs are an integral part of the Department of Aging and Adult Services (DAAS) overall service plan. Programming consists of activities and services that are aimed at supporting older adults and adults with disabilities to live as independently as possible in the community. Historically, services have been provided at Community Centers serving older adults. In recent years DAAS has funded and helped to develop other Community Services models.

The Community Connector model for Community Services programming originated as a service to a San Francisco neighborhood without a dedicated Community Center. District 3 has the densest

population of older adults in San Francisco and 21% of the city's lowest income seniors live here as well. The YMCA Chinatown Connector program will bring activities, services and volunteers directly into a neighborhood with a limited number of Community Centers. The Connector will also introduce participants to the wealth of YMCA programming at the Sacramento Street location.

A Community Connector helps build relationships between residents of a neighborhood through coordinated activities, social opportunities, and volunteer support. The Connector programs utilize shared public and private space for coordination of organized activities from social events to exercise classes for its neighborhood participants. Currently there are six Community Connector programs in San Francisco. Each Connector program is concentrated on connecting older adults and adults with disabilities to their neighbors for friendship and mutual help services.

Services to be Provided

The YMCA Chinatown's Community Connector program will coordinate and promote healthy aging activities, socialization opportunities, and mutual help services to support the well-being and independence of seniors and adults with disabilities in District 3. A half-time Community Connector will facilitate events and activities within the neighborhood as well as welcome participants to the YMCA and its resources. YMCA Chinatown's Community Connector program will be based out of its Chinatown center though locations, dates, and times of services are flexible to best serve participants.

Grantee Performance

Fiscal Monitoring: A Citywide Fiscal and Compliance Monitoring site visit was conducted in March 2018. There were no significant findings.

Program Monitoring: The YMCA Chinatown's Community Services contract was monitored in November of 2017 and found compliant to its contract. It will be monitored again in April. The Community Connector program will be monitored in June.

Selection

Grantee was selected through Request for Proposals #820, which was competitively bid in September 2018.

Funding

Funding for this grant is provided by City and County General Funds.

ATTACHMENTS

Appendix A – Services to be Provided

Appendix B – Program Budget

APPENDIX A – SERVICES TO BE PROVIDED

YMCA Chinatown - Community Connectors

January 1, 2019 – June 30, 2020

I. Purpose

The purpose of this grant is to improve the lives of seniors and adults with disabilities in San Francisco Supervisorial District 3 through the development and deployment of the YMCA Chinatown - Community Connectors program.

II. Definitions

Adult with Disability	Person 18-59 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 On Line System
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results 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, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) 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 individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.
Grantee	YMCA Chinatown
HSA	Human Services Agency of the City and County of San Francisco
Intergenerational Activities	Intergenerational activities are defined as activities that join children, youth, and older adults together in a structured, supervised activity.
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.

	This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
Mutual Help Services	Coordination of the sharing of skills, resources, and efforts among program participants. Participants helping one another. Examples might be a ride to a medical appointment, use of a washing machine, or help with gardening. Assistance should focus on services that support independent living and aging in-place.
Older Adult	A person who is 60 years of age or older, used interchangeably with Senior.
Senior	A person who is 60 years of age or older, used interchangeably with Older Adult.
SOGI	Sexual Orientation and Gender Identity, a result of Ordinance No. 159-16 which 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.)
Service Area	San Francisco Supervisorial District 3
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee’s Community Connector Model program and reflected via enrollment in CA GetCare.

III. Target Population

Individuals 60 years of age or older and individuals between 18 and 59 years of age that are living with a disability who are residents of San Francisco Supervisorial District 3 service area. Within District 3, services should target clients who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need:

- Low Income
- Non or limited-English speaking
- Minority
- Frail
- Lesbian/Gay/Bisexual/Transgender

IV. Eligibility for Community Connector Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person aged 18 years or older with a disability

V. Description of Services

The YMCA Chinatown Community Connector program will include:

- **Neighborhood/Service Area Driven Approach.** The Community Connector program relies on a strong group of residents and stakeholders to serve as advisors to the program. Program model will include channels (such as an advisory board) to facilitate ongoing neighborhood / service area feedback from residents, stakeholders, and participants to ensure activities and services meet participants' needs.
- **Local Community Connector.** A local resident will serve as a paid Community Connector for the program. The staff person will serve as the point person in developing and guiding the project, with input from participants and other stakeholders.
- **Healthy Aging Activities.** Healthy aging activities designed to support aging in place are a central component to the Community Connector program. Activities may include: Always Active older adult exercise classes, classes on health topics such as fall prevention, diabetes, and brain fitness, educational activities related to aging and aging services available, and other healthy aging activities.
- **Socialization / Educational Opportunities.** The Community Connector program will offer additional activities to create a stronger sense of community, encourage socialization, and reduce isolation. These may include computer classes, emergency preparedness trainings, intergenerational activities, potlucks, and other neighborhood social gatherings.
- **Volunteer Recruitment and Training.** Volunteers (including program participants) will help to deliver program services. Program will develop volunteer recruitment, training, and retention practices to maximize volunteer support. Volunteers should receive training in best practices for promoting healthy aging, and be provided materials about external services/support available for program participants.
- **Mutual Help Services/Neighbors Helping Neighbors.** The Connector staff position coordinates the sharing of skills, resources, and efforts among program participants. The Connector staff also coordinates participants helping one another. Examples might be a ride to medical appointments, use of a washing machine, or help with gardening. Assistance should focus on services that support independent living and aging-in-place.
- **Outreach.** The Community Connector will develop outreach strategies and practices to recruit participants, increase participation, and encourage District 3 service area involvement.

VI. Location and Time of Services

Community Connector program hours will be determined by neighborhood needs and consumer feedback. The Connector will work in the field and also out of the YMCA Chinatown facility. The YMCA Chinatown is located at 855 Sacramento St. The branch is open from 6:30 am to 10:00pm Monday through Friday, Saturday from 9:00 am to 5:00pm and Sundays from 9:00 am to 4:00pm.

As the program develops its outreach and connector membership in the community, other venues and locations will be utilized. This may include churches, parks, member homes, and other

public/private space as available. Dates and time of specific services will include weekdays, weekends, and evenings as best fit consumer needs.

VII. Units of Service and Definitions

On an annual basis, the Grantee will provide the following services as part of the Community Connector Model:

- 1) Unduplicated Consumers. Grantee will provide service to unduplicated consumers that consist of program participants.

UNIT: One unduplicated consumer.

- 2) Volunteer Recruitment and Development. The Community Connector Model utilizes volunteers for delivery of program services. Grantee will recruit volunteers that meet program developed standards for training, commitment, and retention.

UNIT: One Volunteer

- 3) Service Hours. Utilization of volunteers and program participants to provide program services. Service hours shall include: volunteer and participant time spent providing services to program participants.

UNIT: One hour of service

- 4) Activity Hours. Organized activities for program participants. Examples include exercise classes, educational classes or trainings, socialization opportunities, themed events, and other gatherings.

UNIT: One hour of activity.

- 5) Annual Satisfaction Survey: Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

For the period January 1, 2019 to June 30, 2019 Grantee will:

- Provide Community Connector Model services for **25** unduplicated consumers.
- Provide Volunteer Recruitment and Development for **15** Neighborhood Volunteers.
- Provide **50** Service Hours to Community Connector participants.
- Provide **75** Activity Hours.

For the period July 1, 2019 to June 30, 2020 Grantee will:

- Provide Community Connector Model services for 75 unduplicated consumers.
- Provide Volunteer Recruitment and Development for 45 Neighborhood Volunteers.
- Provide 140 Service Hours to Community Connector participants.
- Provide 140 Activity Hours.

IX. Outcome Objectives

- At least 75% of respondents via an annual Consumer Satisfaction Survey report that they would recommend YMCA Chinatown Connectors to a friend.
- At least 75% of respondents via an annual Consumer Satisfaction Survey report that participation in healthy aging activities, provided by the YMCA Chinatown Connectors, has made them feel healthier (stronger, better balance, etc.).
- At least 75% of respondents via an annual Consumer Satisfaction Survey report that mutual help services provided by the YMCA Chinatown Connectors has helped maintain or increase their independence and ability to live at home.
- At least 75% of respondents via an annual Consumer Satisfaction Survey report that activities provided by the YMCA Chinatown Connectors has helped them feel more connected and less isolated.

X. Reporting Requirements

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

- A. The Grantee will enter consumer data into the CA GetCare Community Connector Services module.
- B. The 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.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15 of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month and shall be entered on line to this website link: <https://sfhsa.hfa3.org/signin>

- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Linda Murley
 Program Analyst
 Department of Aging and Adult Services
 1650 Mission Street, 5th Floor
 San Francisco, CA 94103
linda.murley@sfgov.org

or

Rocio Duenas
 Contract Manager
 Human Services Agency
 PO Box 7988
 San Francisco, CA 94120
rocio.duenas@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of the participants' record entered into the CA-GetCare database, compliance with specific program standards or requirements as stated in the OOA program standards; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on 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 of staff completion of the California Department of Aging's (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OOA-funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of directors list and whether services are provided appropriately according to Sections 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, the current board roster and selected board minutes for compliance with the Sunshine Ordinance, and HIPAA compliance.

	A	B	C	E
1	Appendix B, Page 1			
2	Document Date: 12/9/18			
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name:		Term:	
6	YMCA of San Francisco - Chinatown		1/1/19 - 6/30/20	
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: Community Connector			
10	Budget Reference Page No.(s)			Total
11	Program Term	1/1/19-6/30/19	7/1/19-6/30/20	1/1/19-6/30/20
12	Expenditures			
13	Salaries & Benefits	\$14,976	\$29,952	\$44,928
14	Operating Expenses	\$5,459	\$13,526	\$18,985
15	Subtotal	\$20,435	\$43,478	\$63,913
16	Indirect Percentage (%)	15%	15%	15.00%
17	Indirect Cost (Line 16 X Line 15)	\$3,065	\$6,522	\$9,587
18	Capital/Subcontractor Expenditures	\$1,500	\$0	\$1,500
19	Total Expenditures	\$25,000	\$50,000	\$75,000
20	HSA Revenues			
21	General Fund	\$25,000	\$50,000	\$75,000
22				
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$25,000	\$50,000	\$75,000
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$25,000	\$50,000	\$75,000
37	Full Time Equivalent (FTE)			
39	Prepared by: Monica Lai	Telephone No.:	Date: 12/9/18	
40	HSA-CO Review Signature: _____			
41	HSA #1			10/25/2016

	A	B	C	D	E	F	G	H	K
1	Appendix B, Page 3								
2	Document Date: 12/9/18								
3									
4	Program: Community Connector								
5	(Same as Line 9 on HSA #1)								
6									
7	Operating Expense Detail								
8									
9									
10									
11	TOTAL								
12	<u>Expenditure Category</u>			TERM	<u>1/1/19-6/30/19</u>		<u>7/1/19-6/30/20</u>		<u>1/1/19 - 6/30/20</u>
13	Rental of Property								
14	Utilities(Elec, Water, Gas, Phone, Garbage)								
15	Office Supplies, Postage				\$509		\$2,847		\$3,356
16	Building Maintenance Supplies and Repair								
17	Printing and Reproduction				\$1,000		\$2,350		\$3,350
18	Insurance								
19	Staff Training				\$200		\$500		\$700
20	Staff Travel-(Local & Out of Town)				\$150		\$300		\$450
21	Rental of Equipment								
22									
23	CONSULTANTS								
24									
25									
26									
27	OTHER								
28	Food (trainings, meetings, workshops)				\$800		\$1,500		\$2,300
29	Program supplies				\$500		\$1,200		\$1,700
30	Outreach and recruitment				\$1,500		\$3,500		\$5,000
31	Volunteer appreciation and incentives				\$800		\$1,329		\$2,129
32									
33	TOTAL OPERATING EXPENSE				\$ 5,459		\$ 13,526		\$ 18,985
34									
35	HSA #3								10/25/2016

	A	B	C	D	F
1					Appendix B, Page 4
2					Document Date: 12/9/18
3					
4	Program: Community Connector				
5	(Same as Line 9 on HSA #1)				
6	Program Expenditure Detail				
7	SUBCONTRACTORS		1/1/19-6/30/19	7/1/19-6/30/20	1/1/19 - 6/30/20
8					\$0
9					\$0
10					\$0
11	TOTAL SUBCONTRACTOR COST		\$0	\$0	\$0
12					
13	EQUIPMENT		TERM		
14	No.	ITEM/DESCRIPTION	1/1/19-6/30/19	7/1/19-6/30/20	1/1/19 - 6/30/20
15		Computer, keyboard, monitor, mouse	\$1,500		\$1,500
16					\$0
17					\$0
18	TOTAL EQUIPMENT COST		\$1,500	\$0	\$1,500
19					
20	R E M O D E L I N G				
21	Description:		1/1/19-6/30/19	7/1/19-6/30/20	1/1/19 - 6/30/20
22					\$0
23					\$0
24					\$0
25	TOTAL REMODELING COST		\$0	\$0	\$0
26					
27	TOTAL CAPITAL/SUBCONTRACTOR EXPENDITURE		\$1,500	\$0	\$1,500
28					
29	HSA #4				10/25/2016