



Edwin M. Lee, Mayor


Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

FROM: MELISSA MCGEE, INTERIM DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS 

DATE: AUGUST 3, 2016

SUBJECT: NEW GRANT: **MENTAL HEALTH ASSOCIATION OF SAN FRANCISCO (NON-PROFIT)** FOR THE PROVISION OF SOCIAL SUPPORT SERVICES TO HOARDERS AND CLUTTERERS

GRANT TERM: 7/1/16 – 6/30/17

GRANT AMOUNT:

	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$276,111	\$27,611	\$303,722

ANNUAL AMOUNT:

	<u>FY 16/17</u>
	\$276,111

FUNDING SOURCE

	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$276,111	\$0	\$0	\$27,611	\$303,722
PERCENTAGE:	100%				100%

The Department of Aging and Adult Services requests authorization to enter into a grant with Mental Health Association of San Francisco for the period of July 1, 2016 to June 30, 2017 in the amount of \$276,111, plus a 10% contingency, for a total grant amount not to exceed \$303,722. The purpose of this grant is to provide social support services to improve quality of life and to prevent eviction and homelessness for individuals with hoarding and cluttering challenges, to improve coordination of the City’s response to hoarding issues, and to improve the skills of family members and professionals working with individuals with hoarding and cluttering challenges.

Background

Since hoarding is a multi-faceted issue, a coordinated response is needed from a broad range of stakeholders including City Departments, non-profit housing and service providers and others affected by compulsive hoarding issues. The San Francisco Task Force on Compulsive Hoarding was created in 2007 to build on innovative, effective programs that were already being

developed locally and to create a blueprint for action in San Francisco. The Task Force examined existing research and the experiences of other Task Forces and undertook locally specific research. That group produced a report in 2009 with eight key recommendations needed on policy and best practices for what is needed to improve the quality of life to prevent eviction and homelessness of individuals with hoarding and cluttering challenges.

The ongoing goals of the task force will be to: identify gaps in services, design strategies to reduce eviction, raise community awareness about the complexities of hoarding behavior, and improve the quality of life for those who compulsively hoard and clutter. The Task Force will develop strategies for implementing existing recommendations and also continue to make new recommendations as needed on policy and best practices for what is needed to improve the quality of life to prevent eviction and homelessness of individuals with hoarding and cluttering challenges.

Last year, based on recommendations from the Task Force, the program adopted a family support group model, providing support and resources to the family members of individuals with hoarding and cluttering challenges as well as creating an on-line resource tool that links consumers not only to hoarding and cluttering resources, but other community resources and services.

Services to be Provided

Services will be provided in the Grantee's main location on 870 Market Street and throughout San Francisco. Services include but are not limited to coordinating and facilitating the Hoarder and Clutterer Task Force, provide trainings in the community to service providers and family members, community outreach, support groups, treatment groups, family treatment groups, resource database, expanded community collaborations, and to provide information and referrals.

Selection

Grantee was selected through Request for Proposals #677, which was competitively bid in March 2016.

Funding

Funding for this service will be provided through County General Funds.

ATTACHMENTS

Appendix A – Services to be provided by Grantee

Appendix B – Program Budget

Appendix F – Site Chart

APPENDIX A – SERVICES TO BE PROVIDED BY GRANTEE
Mental Health Association of San Francisco

Social Support Services for Hoarders and Clutterers
July 1, 2016 to June 30, 2017

I. Purpose

The purpose of this grant is to provide social support services to improve the quality of life and to prevent eviction and homelessness for individuals with hoarding and cluttering challenges; to improve coordination of the City’s response to hoarding issues; and to improve the skills of family members and professionals working with individuals with hoarding and cluttering challenges.

II. Definitions

HSA	Human Services Agency of City and County of San Francisco
DAAS	Department of Aging and Adult Services
Grantee	Mental Health Association of San Francisco (MHASF)
Hoarding and Cluttering	The acquisition of and the inability to discard items which appear to be useless or of limited value
Task Force	A group comprised of interested individuals, City Department representatives and agency representatives concerned with a specific issue and working together to coordinate services and improve service delivery to a target population

III. Target Population

This grant funding is intended to serve seniors (age 60 and over) and/or adults age 18-59 with disabilities who reside in the City and County of San Francisco with one or more of the following target priorities:

1. Low-income
2. Non or limited English speaking
3. Minority
4. Frail
5. Lesbian/Gay/Bisexual/Transgender

IV. Eligibility for Social Support Services to Hoarders and Clutterers

- 1) A resident of San Francisco
- 2) Has a demonstrated disorder related to compulsive hoarding and cluttering

V. Location and Time of Services

The details of the sites and operational hours are attached in the Site Chart (Appendix F) of the certified grant.

VI. Description of Services

Convene and Coordinate a Hoarder/Clutterer Task Force

Since hoarding is a multi-faceted issue, a coordinated response is needed from a broad range of stakeholders including City Departments, non-profit housing and service providers and others

affected by compulsive hoarding issues. The San Francisco Task Force on Compulsive Hoarding was created in 2007 to build on innovative, effective programs that were already being developed locally and to create a blueprint for action in San Francisco. The Task Force examined existing research and the experiences of other Task Forces and undertook locally specific research. That group produced a report in 2009 with eight key recommendations.

The ongoing goals of the task force will be to: identify gaps in services, design strategies to reduce eviction, raise community awareness about the complexities of hoarding behavior, and improve the quality of life for those who compulsively hoard and clutter. The Task Force will develop strategies for implementing existing recommendations and also continue to make new recommendations as needed on policy and best practices for what is needed to improve the quality of life to prevent eviction and homelessness of individuals with hoarding and cluttering challenges. MHASF will convene The Hoarding and Cluttering Task Force on a quarterly basis during each year of the contract.

Training and Presentations for the Community

Trainings and presentations will include nurses, services providers, and clinicians on compulsive hoarding; for family members of individuals with hoarding and cluttering challenges; trainings and talks provided upon request to other non-profits, city employees and DAAS contractors (e.g., The Housing Rights Committee and Legal Assistance to the Elderly, supportive housing providers and consumers); and trainings and talks provided through consortiums and conferences. These trainings and presentations will be facilitated by the Project Manager for the Institute on Compulsive Hoarding and Cluttering or by a contracted expert trainer selected by the grantee.

Support Groups

MHASF will provide weekly support groups to individuals with hoarding and cluttering challenges throughout the term of the grant. The Community Advocate will lead support groups and assist support group members with creating goals for their recovery.

Treatment Group

MHASF will provide treatment groups to individuals with hoarding and cluttering challenges who want to set clear goals and work through treatment. See Section VII, below, for details of implementation.

Information and Referrals

Provide information and referral services to individuals with hoarding and cluttering challenges, their family members and service providers and distribute educational materials about compulsive hoarding. The Project Manager from MHASF will provide linkage to appropriate community resources throughout the term of the grant and will maintain a monthly log of requests for assistance. With new funding MHASF will expand current referral services by linking individuals to broader community resources including mental health, shelter, food, legal, and other resources. MHASF will conduct grassroots outreach that will include the development of flyers and informational briefs in 4 threshold languages (Spanish, Tagalog, Chinese, and Russian), producing community events/forums, and conducting presentations. MHASF will also develop a comprehensive resource guide for the use of the general public.

Online Resource Tool Development

MHASF will develop an online resource guide and database. The online guide will be developed from its current static page into a more dynamic, interactive, and accessible website. The new dynamic capabilities of the website will allow visitors the specify searches and criteria to meet their own individual needs such as specifying the type of service they are seeking (food, shelter, mental, physical), preferred location in San Francisco (Chinatown, Tenderloin, West Portal, South of

Market), and insurance (Healthy San Francisco, Medicare, Medi-Cal, Private). MHASF will work with disability and accessibility experts with the Mayor's Office on Disability and the Independent Living Skills Resource Center in the development of a more user-friendly interface.

Family Support Group

From the experience working with individuals with hoarding challenges, MHASF has found that their family members need support from someone with learned experience. MHASF will provide support groups geared towards the family members and friends of individuals with hoarding challenges. These Family Support Groups will be co-facilitated by an individual with hoarding challenges and will provide emotional support, promote service utilization, and create a safe, confidential space to discuss experiences. MHASF will work to conduct outreach and community presentations to educate the community about hoarding disorder, challenges for the family, and the available services and support for family members.

Community Collaborations

MHASF will partner with community based organizations (CBOs) to build direct partnerships and to educate the organizations on hoarding and cluttering issues. These partnerships will seek out organizations that serve diverse populations including non- or limited-English speaking consumers to enhance the services to a wider range of consumers throughout San Francisco. MHASF will work with current partners such as OPEN House, Chinatown Community Development Center, Italian Community Services, Tenderloin Housing Clinic, and the Curry Senior Center.

VII. Contractor Responsibilities/Units Of Service and Definitions

During the term of the grant, the grantee will be responsible for the following activities:

Total number of unduplicated consumers to be served each year: **365**

Quarterly Hoarding and Cluttering Task Force Meeting

Quarterly meeting made up of City Departments, non-profit housing and service providers, and others affected by compulsive hoarding issues, to maintain a current list of recommendations, task force preparation time, bi-monthly follow up work groups, along with strategies and action steps for implantation of those recommendations.

UNIT: One Hour

UNITS: **225**

Community Training

Conduct training (minimum 15 per fiscal year) for professionals and other groups to provide better interventions for the target population. Trainings will be facilitated by the Project Manager or a training consultant for the Institute on Compulsive Hoarding and Cluttering.

UNIT: One Hour

UNITS: **200**

UNIT: One Participant

UNITS: **200**

Support Group

Peer-led support group for hoarders and clutterers to work on issues they face in their lives related to compulsive hoarding. The Peer facilitator will also assist support group members with creating goals for their recovery.

UNIT: One Hour

UNITS: **90**

UNIT: One Participant

UNITS: **45**

Treatment Group

Annual clinician led 16 week treatment group, utilizing Cognitive Behavioral Therapy (CBT) to work with individuals with hoarding and cluttering challenges who want to set clear goals and work through them utilizing treatment.

UNIT: One Hour

UNITS: **32**

UNIT: One Participant

UNITS: **8**

Information and Referral

To provide written and on-line resources related to individuals with hoarding and cluttering challenges by phone and/or in person. Update written and on-line resources as needed.

UNIT: One contact

UNITS: **1,000**

Family Support Group

Peer member led group for family and friends of individuals with hoarding challenges. The group will provide emotional support, promote services utilization and create a safe, confidential space to discuss experiences.

UNIT: One Hour

UNITS: **45**

UNIT: One Participant

UNITS: **12**

Online Resource Tool Development

Online resource guide and database that functions as an interactive, accessible resource tool.

UNIT: Website hits

UNITS: **1,000**

VIII. Service Objectives

Annually, the contractor will meet the following service objectives:

Total number of unduplicated consumers to be served each year: **365**

1. Grantee will provide a total of **225** hours of Hoarding and Cluttering Task Force meetings.
2. Grantee will provide a total of **200** hours of community training to professionals and other groups.
3. Grantee will provide community trainings to a total of **200** unduplicated participants.
4. Grantee will provide a total of **90** hours of peer-led support groups.
5. Grantee will provide support group education to a total of **45** unduplicated participants.
6. Grantee will provide a total of **32** hours of clinician-led treatment groups.
7. Grantee will provide treatment group education to a total of **8** unduplicated participants.
8. Grantee will provide a total of **1,000** information and referral contacts.
9. Grantee will provide a total of **45** hours of family and friends support group meetings.
10. Grantee will provide family and friends support to **12** unduplicated participants.

IX. Outcome Objectives

1. Training and Education

At least seventy percent (70%) of those trained or have received a presentation report improved understanding of compulsive hoarding and systems linkages.

2. **Training and Education**
At least seventy percent (70%) of those trained who rate the training as good or excellent.
3. **Support Group and Treatment Group**
At least seventy percent (70%) of consumers served by the support group and treatment group who indicate that they have reduced their compulsive hoarding and cluttering.
4. **Family Support Group**
At least seventy percent (70%) of family and friends attending support groups report feeling better able to manage and support themselves and the individual with hoarding and cluttering challenges.
5. **Information and Referral Services**
At least seventy percent (70%) of those that receive or accessed in-person and telephone information and referral services will indicate that the information received was appropriate and useful.
6. **Online Resource Tool:**
At least **1,000** visits to the online resource website.

X. Monitoring Activities

A. **Program Monitoring:** Program monitoring will include review of 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 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 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; employee resume, job description, and whether services are provided appropriately according to Service and Outcome Objectives - Sections VIII and IX.

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.

XI. Reporting Requirements

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

- A. The grantee will enroll the clients into the CA GetCare database (<https://ca.getcare.com/caprovider/>), and enter all the required data in the database.
- 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 reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system regarding the following:
1. Number of Hoarding and Cluttering Task Force Committee hours.
 2. Number of community training hours.
 3. Number of unduplicated participants in community trainings and seminars.
 4. Number of support group hours.
 5. Number of unduplicated support group participants.
 6. Number of family and friends group hours.
 7. Number of unduplicated family and friends group participants.
 8. Number of total treatment group hours.
 9. Number of unduplicated treatment group participants.
 10. Number of intake and referral (I & R) contacts.
 11. Number of online resource website visits.
- C. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st each grant year. This report must be submitted into the CARBON system.
- D. 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 online to this website link:
<https://calmaa.hfa3.org/signin>
- E. 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.
- F. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15th each grant year.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA and DAAS.
- H. Additional reports may be required, and should be sent to:

Monte Cimino, MSW
 DAAS, Office on the Aging
 1650 Mission St. 5th Floor
 San Francisco, CA 94103
monte.cimino@sfgov.org

Elena Baranoff (Worker #GB24)
 Office of Contracts Management
 Human Services Agency
 1650 Mission St. 3rd Floor
 San Francisco, CA 94103
elena.baranoff@sfgov.org

	A	B	C	E	G
1	Appendix B, Page 1				
2	Document Date: 7/25/16				
3	HUMAN SERVICES AGENCY GRANT BUDGET SUMMARY				
4	BY PROGRAM				
5					
6	Contractor's Name Mental Heath Association of SF			Contract Term: 7/01/16 - 6/30/17	
7	<input checked="" type="checkbox"/>				
8	(Check One) New Renewal ____ Modification ____				
9	If modification, Effective Date of Mod. No. of Mod.				
10	Program: Social Support Services for Hoarders and Clutterers				
11	Budget Reference Page No.(s)				Total
12	Program Term	07/01/16-06/30/17			07/01/16-06/30/17
13	Expenditures				
14	Salaries & Benefits	\$173,482			\$173,482
15	Operating Expense	\$66,614			\$66,614
16	Subtotal	\$240,096			\$240,096
17	Indirect Percentage (%)	15%			
18	Indirect Cost (Line 16 X Line 15)	\$36,015			\$36,015
19	Capital Expenditure	\$0			\$0
20	Total Expenditures	\$276,111			\$276,111
21					
22	HSA-DAAS Revenues				
23	General Fund - RFP	\$276,111			\$276,111
24					
25					
26					
27					
28					
29					
30					
31	TOTAL HSA-DAAS REVENUES	\$276,111	\$0	\$0	\$276,111
32	Other Revenues				
33					
34					
35					
36					
37					
39	Full Time Equivalent (FTE)				
40					
41	Prepared by: Rachel del Rossi / M.M. Muehlbach		Telephone No.:		Date 4/25/2016
42	HSA-CO Review Signature:	_____			
43	HSA #1				11/15/2007

SITE CHART – APPENDIX F

AGENCY: Mental Health Association of San Francisco

HSA/DAAS/OFFICE ON THE AGING

FY 16-17

CONTRACT MAILING ADDRESS: 870 Market Street, Suite 928, San Francisco, CA 94102

DIRECTOR: Eduardo Vega, MA

PHONE NO.: (415) 421-2926

SITES: (includes congregate nutrition, community/social services, home-delivered meal, food distribution, etc.) Name of Site	Main Office	Other Site applicable to this program:		
Address and Zip Phone Number Fax Number Neighborhood Person in Charge Site Manager	870 Market Street, Suite 928; 94102 415-421-2926 415-421-2928 Mark Salazar			
Programs Offered	Social Support Services for Hoarders and Clutterers			
Days Open	<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 type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun
Hours Open	9:00AM – 5:00PM			
Hours of <u>scheduled</u> programming	Support Group: Alternating Monday or Wednesday Monday: 5:30PM – 7:00PM Wednesday: 3:00PM – 4:30PM Treatment Group: (Tentative) Tuesday: 1:00PM – 3:00PM Family Support Group: (Tentative) 3 rd Thursday of each Month: 2:00PM – 3:00PM Online Resource Database: 24/7 On-Site and Telephone Based Information and Referral Services: Monday – Friday: 9:00AM – 5:00PM			
Handicapped Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No