



Mark Farrell, 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: JUNE 6, 2018

SUBJECT: NEW GRANT: **FELTON INSTITUTE** (NON-PROFIT) FOR THE PROVISION OF THE DAAS BENEFITS AND RESOURCE HUB COMMUNITY LIAISONS

GRANT TERM:	<u>New</u>	<u>Contingency</u>	<u>Total</u>		
	7/1/18-6/30/21				
TOTAL AMOUNT:	\$176,436	\$17,644	\$194,080		
ANNUAL AMOUNT:	<u>FY18-19</u>	<u>FY19-20</u>	<u>FY 20-21</u>		
	\$58,812	\$58,812	\$58,812		
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$176,436			\$17,644	\$194,080
PERCENTAGE:	100%				100%

The Department of Aging and Adult Services (DAAS) requests authorization to enter into a new grant agreement with Felton Institute for the period from July 1, 2018 to June 30, 2021, in the amount of \$176,436 plus a 10% contingency for a total grant amount not to exceed \$194,080. The purpose of the grant is to place Community Liaisons at the DAAS Benefits and Resource Hub for the purpose of greeting, engaging and providing direction to new and incoming clients.

Background

Since the opening of the DAAS Benefits and Resource Hub, the department has identified a need for Community Liaisons who will assist on-site staff to aid seniors and adults with disabilities in finding appropriate services within the service center. The DAAS Benefits and Resource Hub was established to serve as a 'brick and mortar' service center for residents of San Francisco needing to access the variety of services administered by the City of San Francisco's Department of Aging and Adult Services. Since the DAAS Benefits and Resource Hub services are targeted towards individuals 60 years of age or older or individuals between 18 and 59 years of age that are living with a disability, it is expected that the Community Liaisons program should reflect this target population within its own corps. By reflecting the community which it seeks to serve, the Community Liaisons program helps create a more familiar and empathetic environment for those accessing services at the DAAS Benefits and Resource Hub.

Services to be Provided

Grantee will administer all aspects of the DAAS Benefits and Resource Hub Community Liaisons program including program coordination, site coordination for Community Liaisons, and the recruitment, training, and employment of Community Liaisons. Grantee will coordinate with DAAS supervisory staff on-site at 2 Gough in order to most effectively staff and utilize the Community Liaisons. Functions of Community Liaisons position may include:

- Act as 2 Gough Computer Lab Monitor
- Assist with DAAS Intake outreach activities including off-site events
- Ensure excellent customer service by engaging all customers with courtesy, respect, and consideration
- Listen to customers' needs and monitor for any language and/or functional needs
- Discuss available services; assist customers with the completion of forms
- Other duties as assigned

Services are delivered at the DAAS Benefits and Resource Hub, located at 2 Gough Street, San Francisco, CA 94103. Regular business hours are Monday through Friday, 8 am – 5 pm. Community Liaisons will sometimes perform offsite outreach activities on behalf of the Benefits and Resource Hub at locations throughout the City.

Selection

Grantee was selected through Request for Proposals #782, which was competitively bid in March 2018.

Grantee Performance

Fiscal Monitoring: A Citywide Fiscal and Compliance Monitoring self-assessment was conducted on April 2018. There were no findings identified in the monitoring. The grantee is in compliance with performance and monitoring requirements.

Program Monitoring: Program monitoring occurred in March 2017 and resulted in no findings. The program is in full compliance. Fiscal year 17/18 monitoring is pending.

Funding

This grant will be funded entirely through City and County General funds.

ATTACHMENTS

Appendix A – Services to be Provided

Appendix B – Program Budget

APPENDIX A – SERVICES TO BE PROVIDED BY GRANTEE

Felton Institute

DAAS Benefits and Resource Hub Community Liaisons

Effective July 1, 2018 to June 30, 2021

I. Purpose of Grant

The purpose of this grant is to place Community Liaisons at the DAAS Benefits and Resource Hub located at 2 Gough. This program will provide employment opportunities for seniors and younger adults living with a disability, who will be recruited by the grantee to serve as Community Liaisons. This program supports the mission of the DAAS Benefits and Resource Hub by improving service flow, customer experience and increasing awareness of DAAS services.

II. Definitions

Adult with Disability	Person 18 years of age or older 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
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
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	Felton Institute

HSA	Human Services Agency of the City and County of San Francisco
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	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> 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 (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving employment through Grantee's Community Liaison program and reflected via enrollment in CA GetCare.

III. Target Population

The DAAS Benefits and Resource Hub is a 'brick and mortar' service center for residents of San Francisco needing to access the variety of services administered by the City of San Francisco's Department of Aging and Adult Services. Since these services are targeted towards individuals 60 years of age or older or individuals between 18 and 59 years of age that are living with a disability, it is expected that the Community Liaisons program should reflect this target population within its own corps. By reflecting the community which it seeks to serve, the Community Liaisons program will help create a more familiar and empathetic environment for those accessing services at the DAAS Benefits and Resource Hub. As a result, Grantee should consider recruiting Community Liaisons from one or more of the following target groups:

- Limited or non-English speaking
- Lesbian, Gay, Bisexual, Transgender
- Veteran

IV. Location and Time of Services

Services are delivered at the DAAS Benefits and Resource Hub, located at 2 Gough Street, San Francisco, CA 94103. Regular business hours are Monday through Friday, 8 am – 5 pm. Community Liaisons will sometimes perform offsite outreach activities on behalf of the Benefits and Resource Hub at locations throughout the City.

V. Description of Services

Grantee will administer all aspects of the DAAS Benefits and Resource Hub Community Liaisons program and the recruitment, training, employment and supervision of Community Liaisons. Grantee will coordinate with DAAS supervisory staff on-site at 2 Gough in order to most effectively utilize the Community Liaisons. Grantee will at least include these factors in their hiring of Community Liaisons:

- Resident of San Francisco
- Meet tuberculosis protocols;
- Willing to accept supervision as required;
- Willing to serve from 4 to 20 hours per week;
- Willing to receive pre-service orientation training before assignment and ongoing in-service training thereafter

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to every consumer employed through the Community Liaison program.

Duties and functions of Community Liaisons may include:

- Act as 2 Gough Computer Lab monitor
- Assist with the DAAS Resource Directory update process
- Assist with DAAS outreach activities including off-site events
- Ensure excellent customer service by engaging all customers with courtesy, respect, and consideration
- Listen to customers' needs and monitor for any language and/or functional needs
- Assist customers waiting in lobby as needed; help make people feel comfortable
- Discuss available services; assist customers with the completion of forms
- Distribute and collect questionnaires; survey customers regarding their experience
- Distribute handouts, maps; provide directions to other service providers
- Provide end of day closing functions including checking public areas for customers; cleaning, closing, and returning technology and other devices
- Report to site supervisor; inform site supervisor when uncertain questions or situations arise
- Request assistance from Building Security as needed
- Other duties as assigned

VI. Service Objectives

On an annual basis, the Grantee will work toward creating employment opportunities for seniors and younger adults living with a disability by meeting the following service objectives:

- Provide at least 1875 hours of Community Liaisons staffing time at the DAAS Benefits and Resource Hub, based on an average of 37.5 hours of staffing time for each week of operation. (Calculation is based on 50 weeks of staffing time during grant year.)
- Provide Community Liaisons employment to at least 4 unduplicated consumers.

VII. Outcome Objectives

On an annual basis and as needed, Grantee will report progress towards meeting the following outcome objectives:

- In an annual consumer satisfaction survey, at least 75% of Community Liaisons will report that this program has helped improve their lives.
- In an annual consumer satisfaction survey, at least 75% of Community Liaisons will report that they would like to continue in this program.

VIII. Reporting Requirements

- Grantee will enter into CA GetCare the consumer data including the Intake Form by the 5th working day of the month for the preceding month's services.
- Monthly reports must be entered into the Contracts Administration, Billing and Reporting Online (CARBON) system for each unit of service delivered during the reporting period for each service listed in Section VII of the Services to be Provided.
- 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.
- Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules. For specific compliance requirements, please refer to Appendices F & G to the Grant Agreement.
- 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.
- Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year.
- Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10th.
- Grantee shall develop and deliver ad hoc reports as requested by HSA, DAAS and OOA.
- Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- Apart from reports requested to be sent to the Program Analyst or the Contract Manager, all other reports and communications should be sent to the following addresses:

Rocio Duenas
 Contracts Manager/HSA
 P.O. Box 7988
 San Francisco, CA 94120
 rocio.duenas@sfgov.org

Rick Appleby
 DAAS, Office on the Aging
 P.O. Box 7988
 San Francisco, CA 94120
 rick.appleby@sfgov.org

IX. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; 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; a board of director list and whether services are provided appropriately according to Sections VI and VII.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance, and HIPAA compliance.

	A	B	C	D	G
1	Appendix B, Page 1				
2	Document Date: 5/7/2018				
3	HUMAN SERVICES AGENCY GRANT BUDGET SUMMARY				
4	BY PROGRAM				
5	Name			Term	
6	Felton Institute			July 1, 2018 - June 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: DAAS Benefits and Resource Hub Community Liaisons				
10	Budget Reference Page No.(s)				Total
11	Program Term	7/1/18 - 6/30/19	7/1/19 - 6/30/20	7/1/20 - 6/30/21	7/1/18 - 6/30/21
12	Expenditures				
13	Salaries & Benefits	\$50,124	\$50,124	\$50,124	\$150,372
14	Operating Expense	\$1,017	\$1,017	\$1,017	\$3,051
15	Subtotal	\$51,141	\$51,141	\$51,141	\$153,423
16	Indirect Percentage (%)	15%	15%	15%	
17	Indirect Cost (Line 16 X Line 15)	\$7,671	\$7,671	\$7,671	\$23,013
18	Capital Expenditure	\$0	\$0	\$0	\$0
19	Total Expenditures	\$58,812	\$58,812	\$58,812	\$176,436
20					
21	HSA-DAAS Revenues				
22	General Fund	\$58,812	\$58,812	\$58,812	\$176,436
23					
24					
25					
26					
27					
28					
29					
30	TOTAL HSA-DAAS REVENUES	\$58,812	\$58,812	\$58,812	\$176,436
31	Other Revenues				
32	Program Income				
33					
34					
35					
36					
37	Total Revenues				\$176,436
38	Full Time Equivalent (FTE): .45				
40	Prepared by: Candy Marie Wikert, Grants Manager	Telephone No.:	415-474-7310	Date:	3/27/2018
41	HSA-CO Review Signature:	_____			
42	HSA #1	11/15/2007			

Program: DAAS Benefits and Resource Hub Community Liaisons
 (Same as Line 9 on HSA #1)

Operating Expense Detail

11					TOTAL	
12	Expenditure Category	TERM	7/1/18 - 6/30/19	7/1/19 - 6/30/20	7/1/20 - 6/30/21	7/1/18 - 6/30/21
13	Rental of Property					
14	Utilities(Elec, Water, Gas, Phone, Scavenger)					
15	Office Supplies, Postage		\$342	\$342	\$342	\$ 1,026
16	Building Maintenance Supplies and Repair					
17	Printing and Reproduction					
18	Insurance					
19	Staff Training		\$300	\$300	\$300	\$ 900
20	Staff Travel-(Local & Out of Town)		\$375	\$375	\$375	\$ 1,125
21	Rental of Equipment					
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE					
23						
24						
25						
26						
27						
28	OTHER					
29						
30						
31						
32						
33						
34						
35	TOTAL OPERATING EXPENSE		\$1,017	\$1,017	\$1,017	\$ 3,051
36						
37	HSA #3					11/15/2007