



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 & ADULT SERVICES COMMISSION

**THROUGH:** SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

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

**DATE:** JUNE 20, 2018

**SUBJECT:** GRANT RENEWAL: **Q FOUNDATION dba AIDS HOUSING ALLIANCE/SF** (NON-PROFIT) TO PROVIDE HOUSING SUBSIDY FOR OLDER ADULTS AND ADULTS WITH DISABILITIES

<b>GRANT TERM:</b>	<u>New</u> 7/1/2018 – 6/30/2020	<u>Contingency</u>	<u>Total</u> 7/1/2018 – 6/30/2020
<b>GRANT AMOUNT:</b>	\$4,173,320	\$417,332	\$4,590,652
<b>ANNUAL MOD AMOUNT</b>	FY 18/19 \$2,086,660	FY 19/20 \$2,086,660	
<b>FUNDING SOURCE</b>	<u>County</u>	<u>State</u>	<u>Federal</u>
<b>FUNDING:</b>	\$4,173,320		\$417,332
<b>PERCENTAGE:</b>	100%		100%

The Department of Aging & Adult Services (DAAS) requests authorization to renew a grant agreement with Q Foundation dba AIDS Housing Alliance/SF for the period of July 1, 2018 to June 30, 2020 in the amount of \$4,173,320 plus a 10% contingency for a total amount not to exceed \$4,590,652 to provide the housing subsidy for older adults and adults with disabilities.

**Background**

The challenge of maintaining safe, affordable housing disproportionately affects older adults and adults with disabilities. More than 38% of adults aged 60 years or older live below 200% of the federal poverty level compared to 27% of those under 60. Income and wealth disparities are particularly pronounced among younger adults with disabilities, one third of whom live below 100% of the federal poverty level versus one in ten younger adults without disabilities.

This program seeks to address this disparity by identifying older adults and younger adults with disabilities who are facing imminent eviction and help stabilize their housing situation through the use of a housing subsidy payment. Clients eligible for this program will be asked to meet strict eligibility and reporting requirements in order to participate.

The program model is designed around an average monthly housing subsidy of \$800 per month for clients participating in the program. Based on program criteria, and for a limited time, subsidy amount may be as high as \$1200 per month. The current range of subsidy being paid for clients ranges from \$200 to \$1,200 per month. Since the inception of the program, 252 individual clients have been provided a monthly subsidy.

### **Services to be Provided**

The Housing Subsidy for Older Adults and Adults with Disabilities Program shall include the following five components: (1) Program Infrastructure to administer the program, (2) Client Identification and Eligibility practices and policies, (3) Housing Subsidy Payments, (4) Housing Subsidy Recertification to ensure that clients continue to meet eligibility requirements, and (5) Case Planning Component to ensure that clients can further stabilize their housing situation through connection with support, legal, social, medical, and other services.

### **Grantee Performance**

Grantee was monitored in March and June of 2017. Fiscal and compliance monitoring findings were resolved according to MOHCD standards. Program monitoring found grantee in compliance.

### **Grantee Selection**

Grantees were selected through RFP #621 issued in December 2014.

### **Funding**

The renewal of these grants will be funded entirely through County General Funds.

### **Attachments**

Appendix A – Services to be Provided  
Appendix B – Program Budget

**APPENDIX A – SERVICES TO BE PROVIDED BY GRANTEE**

**Q Foundation dba Aids Housing Alliance/SF**

**HOUSING SUBSIDY FOR OLDER ADULTS AND ADULTS WITH DISABILITIES**

**Effective July 1, 2018 to June 30, 2020**

**I. Purpose of Grant**

Older adults and adults with disabilities face an ongoing struggle to maintain stable housing in San Francisco due to increasing rents and a limited supply of safe, affordable housing.

By providing a housing subsidy, this grant is intended to prevent homelessness by identifying older adults and adults with disabilities in unstable housing situations and to stabilize that housing.

**II. Definitions**

Adult with Disability	Person 18 years of age or older living with a disability.
AMI	Area Median Income for the area containing San Francisco is a figure established by the United States Department of Housing and Urban Development on an annual basis. The City of San Francisco’s Mayor’s Office on Housing (sf-moh.org) publishes an AMI chart each year.
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	AIDS Housing Alliance dba Q Foundation
HIV/AIDS	Human Immunodeficiency Virus/Acquired Immune Deficiency Syndrome
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	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.
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> )

Unduplicated Consumer (UDC)      A unique consumer receiving a housing subsidy services and reflected via enrollment in CA GetCare.

### **III. Target Population**

Individuals 60 years of age or older or individuals between 18 and 59 years of age that are living with disabilities. Services must target clients who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need.

In particular:

- Non or limited –English speaking
- Minority
- Frail
- Lesbian/Gay/Bisexual/Transgender
- Living with HIV/AIDS

### **IV. Eligibility for Services**

In order to obtain housing subsidy services, an individual must meet the following criteria:

- 1) A resident of San Francisco
- 2) Aged 60 and above, or
- 3) Aged 18 to 59 with a disability
- 4) At an income level of 40% of AMI or below
- 5) Lacking stable housing or at risk for homelessness
- 6) Not currently receiving duplicative housing subsidy services
- 7) Has a need for housing subsidy and is willing to participate in the program

### **V. Location and Time of Services**

Services are delivered at AIDS Housing Alliance offices, located at 350 Golden Gate Avenue, Suite A, San Francisco, CA 94102. Regular business hours are Monday through Friday, 9 am – 6 pm.

### **VI. Description of Services**

Housing Subsidy programs shall include the following five components: Program Infrastructure, Client Identification and Eligibility, Housing Subsidy Payments, Housing Subsidy Recertification, and Case Planning Component.

### **1. Program Infrastructure:**

- Ability to provide administrative assistance, data entry, database maintenance, processing of invoices, and ability to make payments to landlords.
- Creation of purchase service contracts and payment policies.
- Program Policies and Procedures which include all accounting procedures and reporting functions needed to administer housing subsidy program.
- A dedicated database to capture care planning, case management, client information tracking, purchased services and dollars spent for clients on housing subsidies.

### **2. Client Identification and Eligibility:**

- Policies and Procedures clearly defining eligibility criteria, application, decision and award process, recertification process.
- Clear Policies and Procedures for waitlists and other program functions as needed.

### **3. Housing Subsidy Payments:**

- Rent subsidies shall average \$800 per household, per month. The subsidy should be set at the lowest possible amount needed to stably maintain the household.
- Rent limits should conform to HUD Fair Market Rents for San Francisco HUD FMR Metro Area.
- A limited number of subsidies above \$800 may be issued, with a maximum subsidy amount of \$1200, in exceptional situations where there is a reasonable possibility that the subsidy may be brought down to the \$800 average within 24 months. During periods where the monthly subsidy is above \$800, clients will undergo recertification every 3 months. No more than 15% of subsidies during the contract year will be over the average of \$800.
- The rent subsidy amount will be determined by each household's income to rent ratio. Thus, the monthly lease agreement the household has entered into will be calculated against each household's monthly income. The goal will be to use the rental subsidy to bring the household income to rent ratio to 30%. In cases where an \$800 monthly subsidy is insufficient to maintain housing, recipients can elect to pay up to 50% of income toward the tenant portion of rent. Only after tenant reaches 50% rent to income ratio will the \$800 goal be waived and subsidy amount increased up to \$1200 with a 50% rent to income ratio.
- For those receiving a subsidy above \$800 clear documentation of their eligibility and needs for the increased subsidy should be available, as well as a plan to reduce the subsidy.
- Grantee must clearly demonstrate linkages to existing resources for income and other resources.
- Grantee will work to ensure sub-standard housing issues are addressed. When evaluating potential housing, units with serious code violations must be excluded. At a minimum, an apartment inspection checklist will be utilized to ensure that units meet minimum safety guidelines. If clients are living in sub-standard housing, a subsidy could be used to pay rent on a new unit.

- Ensure that the housing subsidies paid are reasonable, prudent and properly procured.

#### **4. Housing Subsidy Recertification:**

- The subsidy must be recertified annually at minimum, and more frequently if there are concerns about the household's non-compliance, lack of progress, or if sub-standard housing or safety issues are present.
- Subsidies will be need-based as opposed to time-limited. The subsidy may be renewed as long as clients are engaged in their identified plan and continue to meet program eligibility requirements.

#### **5. Case Planning Component:**

- Entrance into and maintenance of a case plan or contract will be mandatory and clients must show good faith, verifiable efforts in making progress toward short and long-term goals. These goals include but are not limited to:
  - Actions to increase income and access to other available resources which help lower overall household expenses.
  - Actions to improve credit history and rental stability.
  - Efforts to address behavioral health issues that negatively impact housing stability.
  - Efforts to access more affordable housing, including applying to appropriate wait lists.
- Grantee will be familiar with other community organizations and assist clients in connecting with other organizations as needed.
- Work collaboratively with other community organizations presently working with the client and additional ones who can provide specific expertise.
- Grantee may also enhance the subsidy model described with additional components that will be effective in achieving successful outcomes.

### **VII. Service Objectives**

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

- Provide rental subsidy for at least **166** unduplicated consumers.
- Provide **1825** months of housing subsidies. A unit of service is one monthly subsidy payment.
- Transition at least **6** unduplicated consumers off of rental subsidy.

### **VIII. Outcome Objectives**

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

A. Housing Retention Outcomes

- At least 85% of clients will remain stably housed 6 months after assistance begins.
- At least 75% of clients will remain stably housed 12 months after assistance begins.
- At least 50% of clients leaving subsidy program will remain stably housed 6 months after assistance ends.

B. Client Satisfaction Outcomes

- At least 50% of program participants will complete and return satisfaction surveys.
- At least 75% of participants indicate excellent or good in rating the quality of services they receive,
- At least 75% of consumers who receive housing subsidy report that the subsidy was able to help keep them housed stably,

**IX. Reporting Requirements**

- A. The Grantee will enter consumers' data into the CA GetCare database system.
- 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 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.
- E. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- 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. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.



- K. Apart from reports to be sent via email to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Ella Lee  
Contracts Manager/HSA  
P.O. Box 7988  
San Francisco, CA 94120  
Ella.Lee@sfgov.org

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

**X. 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.

**HUMAN SERVICES AGENCY BUDGET SUMMARY  
BY PROGRAM**

Name	Term		
Q Foundation dba AIDS Housing Alliance/SF	7/1/2018 - 6/30/2020		
(Check One)    New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/> <input type="checkbox"/>			
If modification, Effective Date of Mod.                      No. of Mod.			
<b>Program: Housing Subsidies (LT)</b>			
Budget Reference Page No.(s)			
<b>Program Term</b>	7/1/2018 - 6/30/2019	7/1/2019 - 6/30/2020	Total
<b>Expenditures</b>			
Salaries & Benefits	\$446,241	\$446,241	\$892,482
Operating Expenses	\$100,599	\$100,599	\$201,198
Subtotal	\$546,840	\$546,840	\$1,093,680
Indirect Percentage (%)	15%	15%	15%
Indirect Cost (Line 16 X Line 15)	\$82,026	\$82,026	\$164,052
Subsidy Amount	\$1,455,291	\$1,455,291	\$2,910,582
Subcontractor/Capital Expenditures	\$2,503	\$2,503	\$5,006
<b>TOTAL EXPENDITURES</b>	<b>\$2,086,660</b>	<b>\$2,086,660</b>	<b>\$4,173,320</b>
<b>HSA Revenues</b>			
General Fund	\$2,086,660	\$2,086,660	\$4,173,320
<b>Total HSA Revenues</b>	<b>\$2,086,660</b>	<b>\$2,086,660</b>	<b>\$4,173,320</b>
<b>Other Revenues</b>			
<b>TOTAL OTHER REVENUES</b>			
<b>TOTAL REVENUES</b>	<b>\$2,086,660</b>	<b>\$2,086,660</b>	<b>\$4,173,320</b>
Full Time Equivalent (FTE)	5.88	5.88	
Prepared by:    Brian Basinger                      Telephone No.: 415-578-1699			
HSA-CO Review Signature: _____			
HSA #1	6/4/2018		

Q Foundation dba AIDS Housing Alliance/SF  
 Program: Housing Subsidies (LT)  
 (Same as Line 9 on HSA #1)

**Salaries & Benefits Detail**

Position Title	Agency Totals		HSA Program		DAAS		
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	7/1/2018 - 6/30/2019 Budgeted Salary	7/1/2019 - 6/30/2020 Budgeted Salary	7/1/2018 - 6/30/2020 Total Budgeted Salary
Program Manager (Basinger)	\$122,000	0.70	74%	0.52	\$63,196	\$63,196	\$126,392
SDS Program Admin: (Bayless)	\$55,000	0.75	89%	0.67	\$36,713	\$36,713	\$73,426
Flexible Subsidy Program Coordinator: (Larsen)	\$56,000	1.00	74%	0.74	\$41,440	\$41,440	\$82,880
Housing Program Manager - (Cortez)	\$62,000	1.00	74%	0.74	\$45,880	\$45,880	\$91,760
Housing & Health Navigator I: (Goynes)	\$45,000	1.00	74%	0.74	\$33,300	\$33,300	\$66,600
Housing & Health Navigator I: (Eulalia)	\$45,000	0.75	74%	0.56	\$24,975	\$24,975	\$49,950
Intake Worker: (Nykoia)	\$31,200	0.60	74%	0.44	\$13,853	\$13,853	\$27,706
Housing & Health Navigator II/III - TBD	\$50,000	1.00	74%	0.74	\$37,000	\$37,000	\$74,000
Supervising Attorney: TBD	\$72,000	1.00	74%	0.74	\$53,280	\$53,280	\$106,560
Totals	\$538,200	7.80	681%	5.88	\$349,637	\$349,637	\$699,274
Fringe Benefit Rate	28%						
Employee Fringe Benefit	\$148,705				\$96,604	\$96,604	\$193,208
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>\$686,905</b>				<b>\$446,241</b>	<b>\$446,241</b>	<b>\$892,482</b>

HSA #2

6/4/2018

## Q Foundation dba AIDS Housing Alliance/SF

## Program: Housing Subsidies (LT)

(Same as Line 9 on HSA #1)

## Operating Expense Detail

Expenditure Category	TERM			Total
		7/1/2018 - 6/30/2019	7/1/2019 - 6/30/2020	7/1/2018 - 6/30/2020
Rental of Property		\$17,203	\$17,203	\$34,406
Utilities(Elec, Water, Gas, Phone, Garbage)		\$2,834	\$2,834	\$5,668
Office Supplies, Postage		\$7,617	\$7,617	\$15,234
Building Maintenance Supplies and Repair		\$455	\$455	\$910
Printing and Reproduction		\$2,655	\$2,655	\$5,310
Insurance		\$5,094	\$5,094	\$10,188
Staff Training		\$721	\$721	\$1,442
Staff Travel-(Local & Out of Town)		\$4,982	\$4,982	\$9,964
Rental of Equipment				
<u>Consultants</u>				
BoxIT		\$22,757	\$22,757	\$45,514
Jvillalobos Consulting		\$22,724	\$22,724	\$45,448
Juan Esquivel CPA		\$11,378	\$11,378	\$22,756
<u>Other</u>				
Payroll processing and delivery		\$2,179	\$2,179	\$4,358
<b>TOTAL OPERATING EXPENSE</b>		<b>\$100,599</b>	<b>\$100,599</b>	<b>\$201,198</b>
HSA #3				6/4/2018

Q Foundation dba AIDS Housing Alliance/SF

Program: Housing Subsidies (LT)

(Same as Line 9 on HSA #1)

**Subcontractor/Capital Expenditures**

<b>Subcontractors</b>		Term	7/1/2018 - 6/30/2019	7/1/2019 - 6/30/2020	Total 7/1/2018 - 6/30/2020
Total Subcontractor Cost					
<b>Equipment</b>		Term	7/1/2018 - 6/30/2019	7/1/2019 - 6/30/2020	Total 7/1/2018 - 6/30/2020
Units	Item/Description				
1	computer and equipment		\$1,824	\$1,824	\$3,648
1	workgroup printer		\$300	\$300	\$600
2	replace broken chairs		\$379	\$379	\$758
Total Equipment Cost			\$2,503	\$2,503	\$5,006
<b>Remodeling</b>		Term	7/1/2018 - 6/30/2019	7/1/2019 - 6/30/2020	Total 7/1/2018 - 6/30/2020
Description					
Total Remodeling Cost					
<b>TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE</b>			<b>\$2,503</b>	<b>\$2,503</b>	<b>\$5,006</b>
HSA #4					6/4/2018