



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 *Ja1*

DATE: MARCH 6, 2019

SUBJECT: NEW GRANT: **Self Help for the Elderly** (NON-PROFIT) TO PROVIDE A WORKFORCE SUPPORT PROGRAM

GRANT TERM: 2/1/19-6/30/21

GRANT AMOUNT:	<u>New</u>	<u>Contingency</u>	<u>Total</u>		
	\$548,935	\$54,894	\$603,829		

ANNUAL AMOUNT:	<u>FY18-19</u>	<u>FY19-20</u>	<u>FY20-21</u>		
	\$98,935	\$225,000	\$225,000		

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$548,935			\$54,894	\$603,829
PERCENTAGE:	100%				100%

The Department of Aging and Adult Services (DAAS) requests authorization to enter into a new grant agreement with Self Help for the Elderly for the time period starting February 1, 2019 and ending on June 30, 2021, in the amount of \$548,935 plus a 10% contingency for a total amount not to exceed \$603,829. The purpose of this grant is to provide a workforce training program for home care workers and/or paid personal caregivers of older adults and/or adults with disabilities living in the City and County of San Francisco.

Background

DAAS is responsible for planning, administering, and delivering a variety of programs and services to assist older adults and adults with disabilities and their families. The programs and services aim to maximize self-sufficiency, safety, health, and independence. To help ensure and support the existence of these programs and services, Proposition I was passed by San Francisco voters in 2016.

Proposition I established the Dignity Fund. The Dignity Fund is a guaranteed funding stream for programs and services that provide support for older adults and adults with disabilities. DAAS administers the Fund. The Dignity Fund legislation also creates 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 fiscal year 2017-18 and repeats every fourth fiscal year. The planning process starts with a Community Needs Assessment (DFCNA). The first DFCNA was completed in March 2018. The findings from each DFCNA inform an allocation plan for the expenditure of the Fund.

The City makes an annual baseline contribution to the Fund and in fiscal year 2017-18 through fiscal year 2026-27, the City increases its contributions to the Fund over the baseline amount. In fiscal year 2018-19, the City added \$3 million dollars to its annual baseline contribution. DAAS in consultation with the OAC developed a fiscal year 2018-19 allocation plan for the expenditure of the additional \$3 million dollars and the plan included funding for a workforce support program to address one of the needs identified in the DFCNA completed in March 2018.

The DFCNA revealed a need for additional training and support for home care workers and/or personal caregivers to ensure a competent caregiver workforce and increase the pool of skilled workers who provide paid care to older adults and adults with disabilities living in their homes and communities in the City. The DFCNA also noted a particular need to strengthen and expand training for home care workers and/or personal caregivers with limited or no English-speaking proficiency.

Services to be Provided

The grantee will develop and oversee a training program for paid personal caregivers and/or home care workers who provide care to older adults and/or adults with disabilities living the City and County of San Francisco. The training program will encompass multiple levels of training for paid caregivers and/or home care staff to provide skilled and quality caregiving in home and community based settings. The grantee will focus on reaching individuals who identify as members of the Asian or Pacific Islander community and/or have limited English-speaking proficiency.

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

Grantee Performance

This is a new grant for Self Help for the Elderly and DAAS. There is no monitoring history specific for this program to report at this time. The grantee is a current DAAS contractor and in compliance with performance and monitoring requirements for fiscal year 17/18 for other DAAS grants.

Selection

Grantee was selected through Request for Proposals #828, which was competitively bid in December 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 F-Site Chart

**Appendix A – Services to be Provided
Self-Help for the Elderly
Workforce Support Program
February 1, 2019 – June 30, 2021**

I. Purpose of Grant

The purpose of this grant is to provide a workforce training program for home care workers and/or paid personal caregivers of older adults and/or adults with disabilities living in the City and County of San Francisco. A workforce training program will help ensure a competent caregiver workforce and increase the pool of skilled workers who provide paid care to older adults and adults with disabilities living in their homes and communities in the City. The training program will focus on strengthening the competencies of home care workers and/or personal caregivers who have limited English-speaking proficiency and/or who provide care to older adults and/or adults with disabilities with limited English-speaking proficiency.

II. Definitions

Adult with a Disability	A person who is 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.
Caregiver / Caregiver Staff	Adults, 18 years of age or older, who provide in-home care to older adults and/or adults with a disability living in the City.
City	City and County of San Francisco, a municipal corporation.
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.
Dignity 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.
Fund	Dignity Fund
Grantee	Self-Help for the Elderly
Home Care Worker/s	An adult, 18 years of age or older, who provides in-home care to older adults and/or adults with disability living in the City.
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.)
Trainee / Unduplicated Consumer (UDC)	Individuals enrolled in the grantee's training program for caregiver and/or home care staff

III. Target Population

Home care workers and/or paid personal caregivers who provide care to older adults and/or adults with disabilities living the City and County of San Francisco. Target priorities must include personal caregivers and/or home care workers who identify as members of the Asian or Pacific Islander community and who have limited English-speaking proficiency and/or who provide care to older adults and/or adults with disabilities with limited English-speaking proficiency.

Additional target priorities may include the following:

- Paid caregivers and/or home care workers who are older adults and/or adults with disabilities themselves
- Paid caregivers and/or home care workers who provide care to older adults and/or adults with disabilities with one or more of the equity factors identified in the DFCNA (i.e. social isolation, low income, communities of color, sexual orientation and gender identity).

IV. Workforce Development Program Enrollment Requirements

A person who is a paid personal caregiver and/or home care worker and provides care to older adults or adults with disabilities living in San Francisco

V. Description of Services

1. Grantee will develop and oversee a training program for paid personal caregivers and/or home care workers who provide care to older adults and/or adults with disabilities living the City and County of San Francisco.
2. Grantee will develop a training curriculum for the target population that enhances caregiving knowledge and capacity, teaches transferable skills, and includes cultural sensitivity training. The grantee will provide DAAS with the curriculum for review prior to starting the training program in fiscal year 2018-19 and at the beginning of each fiscal year thereafter and/or when the grantee makes significant changes to the curriculum.
3. Grantee will offer a comprehensive training program that encompasses multiple levels of training for paid caregivers and/or home care staff to provide skilled and quality caregiving in home and community based settings. The training program

will meet the linguistic needs of the trainees and contain a job readiness component that will include, but is not limited to, English proficiency.

4. Grantee will ensure that instructors are qualified and have valid credentials demonstrating their capacity to provide training.
5. Grantee will conduct a pre and post assessment of trainees who enroll and complete the training program. The pre assessment will evaluate the level of caregiving skills and knowledge a trainee has prior to enrolling in the training program. The post assessment will evaluate the level of skills and knowledge a trainee acquires upon completion of the program. The grantee will provide DAAS with a copy of the assessment tool/s prior to use for approval. The grantee will keep documentation and record the pre and post assessment results of each trainee. The grantee will provide the results to DAAS.
6. Grantee will have a written and active outreach and recruitment plan to connect with the target population and ensure that the target population priorities are included in the plan.
7. Grantee will track and record the units of service provided through this grant agreement and ensure that units of service provided are not “co-mingled” with other DAAS funded programs.
8. Grantee shall ensure adequate and culturally competent paid and volunteer staffing to administer the program, deliver quality training to meet the needs of the target population, and adhere to all DAAS program standards.
9. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules.
10. Grantee will have policy and procedures that are compliant with local/city, state, and federal regulatory agencies, including the DAAS policy memoranda manual.

V. Location and Time of Services

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

VI. Service Objectives

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

Service Objective Summary Table	*FY 2018- 2019	FY 2019- 2020	FY 2019- 2020	Total 3 years
Outreach Hours	60	192	192	444
Number of Trainees Enrolled in the Program	20	60	60	140
Number of Trainees Completed the Program	18	54	54	126
*Year One, FY 2018-2019, is program implementation and 5 months only				

VII. Outcome Objectives

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

1. At least 80% of the trainees will demonstrate an increase in caregiving competencies as evidenced by the pre and post assessment. The assessment tool/s is subject to DAAS approval.
2. At least 75% the trainees that complete the training program will report that the training program provided useful information that will improve their caregiving abilities.*
3. At least 75% of the trainees that complete the training program will report that the training program has provided them with additional skills to work more competently in multiple community based long-term care and supportive settings.
4. At least 85% of the trainees that complete the training program will report that the program and curriculum addressed the linguistic needs of trainees who have limited English-speaking proficiency.*
5. At least 85% of the trainees that complete the training program will report that the program and curriculum strengthened their ability to provide care to older adults and/or adults with disabilities with limited English-speaking proficiency.*

**Based on a survey created by the grantee with input from DAAS.*

VIII. Reporting Requirements

1. Grantee will provide a monthly report of activities as described in Section V and VI. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.

2. Grantee will enroll eligible consumers, if applicable, 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 VI and VII, 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 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:

Esperanza.Zapien@sfgov.org
Office of Contract Management

or

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

IX. Monitoring Activities

1. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; consumer/peer ambassador eligibility and any targeted mandates, back up documentation for the units of service and all reporting including the log of service units; sign-in sheets of consumers who participated in services if applicable, progress of service and outcome objectives; how consumer records are collected and maintained if applicable; 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 III, IV, V, VI, VII, and VIII.
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	HUMAN SERVICES AGENCY BUDGET SUMMARY				
4	BY PROGRAM				
5	Name			Term	
6	SELF-HELP FOR THE ELDERLY			2/1/2019-6/30/2021	
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: Workforce Support Program				
10	Budget Reference Page No.(s)				Total
11	Program Term	2/1/19-6/30/19	7/1/19-6/30/20	7/1/20-6/30/21	2/1/19-6/30/21
12	Expenditures				
13	Salaries & Benefits	\$65,617	\$157,480	\$157,480	\$380,577
14	Operating Expense	\$20,414	\$38,172	\$38,172	\$96,758
15	Subtotal	\$86,031	\$195,652	\$195,652	\$477,335
16	Indirect Percentage (%)	15%	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$12,905	\$29,348	\$29,348	\$71,600
18	Capital Expenditure	\$0	\$0	\$0	\$0
19	Total Expenditures	\$98,935	\$225,000	\$225,000	\$548,935
20	HSA Revenues				
21	General Fund	\$98,935	\$225,000	\$225,000	\$548,935
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$98,935	\$225,000	\$225,000	\$548,935
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Revenues	\$98,935	\$225,000	\$225,000	\$548,935
37	Full Time Equivalent (FTE)				
39	Prepared by: Leny & Alison	Telephone No.: 415-677-7682		Date 02/7/2019	
40	HSA-CO Review Signature: _____				
41	HSA #1				2/7/2019

	A	B	C	D	E	F	G	H	I	J	K
1	Appendix B, Page 3										
2											
3											
4	Program Name:										
5	(Same as Line 9 on HSA #1)										
6											
7	Operating Expense Detail										
8											
9											
10											
11											
12	Expenditure Category		TERM	2/1/19-6/30/19	7/1/19-6/30/20	7/1/20-6/30/21	TOTAL	2/1/19-6/30/21			
13	Rental of Property			\$12,240	\$24,822	\$24,822	\$61,884				
14	Utilities(Elec, Water, Gas, Phone, Garbage)			\$400	\$500	\$500	\$1,400				
15	Office Supplies, Postage			\$382	\$863	\$863	\$2,108				
16	Building Maintenance Supplies and Repair			\$400	\$1,000	\$1,000	\$2,400				
17	Printing and Reproduction			\$1,500	\$1,500	\$1,500	\$4,500				
18	Insurance			\$1,125	\$2,250	\$2,250	\$5,625				
19	Staff Training						\$0				
20	Staff Travel-(Local & Out of Town)			\$400	\$1,000	\$1,000	\$2,400				
21	Rental of Equipment			\$167	\$400	\$400	\$967				
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
23											
24											
25											
26											
27											
28	OTHER										
29	Program Expenses (participant training, live scan, flu shot, TB test)			\$2,500	\$3,537	\$3,537	\$9,574				
30	Communication Expense (phone, internet)			\$1,000	\$2,000	\$2,000	\$5,000				
31	Recruitment Expenses (Advertising, background checks)			\$300	\$300	\$300	\$900				
32											
33											
34											
35	TOTAL OPERATING EXPENSE			\$20,414	\$38,172	\$38,172	\$96,758				
36											
37	HSA #3								2/7/2019		

Date: 2/25/19		FY: 2/1/19-6/30/2019	
AGENCY: Self-Help for the Elderly		SITE CHART - Appendix F	
CONTRACT MAILING ADDRESS: 731 Sansome St. Suite 100 San Francisco, CA 94111		Agency's web site: https://www.selfhelpelderly.org/	
DIRECTOR: Alison Chan		PHONE NO.: 415-677-7500	
Program:			
Workforce Support Program			
Annual UDC = 20			
SITES: Name of Site	Self-Help for the Elderly		
Address and Zip	601 Jackson St., Ground Floor San Francisco, CA 94133		
Phone Number	415-677-7502		
Fax Number	415- 391-3760		
Supervisory District No.	3		
Person in Charge:	Alison Chan Director of Employment Training and Business Development		
Additional Programs Offered at Site	Bilingual Workforce Services Orientation, Vocational English & Occupational Training Information, Job Readiness Workshops & Trainings, Case Management, Job Search, Job Placement, Job Retention, Career Advancement, Job Coaching		
Days Open	X Mon X Tues X Wed X Thurs X Fri Sat		
Hours Open	9:00 a.m. - 5:00 p.m.		
Total number of Service Days	98		
Number of Service Days Closed	11		
Days Closed (list holidays closed)	New Year's Day, Chinese New Year, Veterans Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day		
ADA Accessible	X Yes No		

Date: 2/25/19

SITE CHART - Appendix F

FY: 7/1/19-6/30/2020

AGENCY: Self-Help for the Elderly		Agency's web site: https://www.selfhelpelderly.org/	
CONTRACT MAILING ADDRESS: 731 Sansome St. Suite 100 San Francisco, CA 94111		PHONE NO.: 415-677-7500	
DIRECTOR: Alison Chan			
Program: Workforce Support Program			
Annual UDC = 60			
SITES: Name of Site			
Address and Zip		Self-Help for the Elderly 601 Jackson St., Ground Floor San Francisco, CA 94133	
Phone Number		415-677-7502	
Fax Number		415- 391-3760	
Supervisory District No.		3	
Person in Charge:		Alison Chan Director of Employment Training and Business Development	
Additional Programs Offered at Site			
Biligual Workforce Services Orientation, Vocational English & Occupational Training Information, Job Readiness Workshops & Trainings, Case Management, Job Search, Job Placement, Job Retention, Career Advancement, Job Coaching			
Days Open			
X Mon X Tues X Wed X Thurs X Fri Sat			
Hours Open			
9:00 a.m. - 5:00 p.m.			
Total number of Service Days			
249			
Number of Service Days Closed			
11			
Days Closed (list holidays closed)			
New Year's Day, Chinese New Year, Veterans Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day			
ADA Accessible			
X Yes ___ No			

Date: 2/25/19

SITE CHART - Appendix F

FY: 7/1/20-6/30/2021

AGENCY: Self-Help for the Elderly		Agency's web site: https://www.selfhelpelderly.org/	
CONTRACT MAILING ADDRESS: 731 Sansome St. Suite 100 San Francisco, CA 94111		PHONE NO.: 415-677-7500	
DIRECTOR: Alison Chan			
Program:	Workforce Support Program		
Annual UDC =	60		
SITES: Name of Site	Self-Help for the Elderly		
Address and Zip	601 Jackson St., Ground Floor San Francisco, CA 94133		
Phone Number	415-677-7502		
Fax Number	415-391-3760		
Supervisory District No.	3		
Person in Charge:	Alison Chan Director of Employment Training and Business Development		
Additional Programs Offered at Site	Bilingual Workforce Services Orientation, Vocational English & Occupational Training Information, Job Readiness Workshops & Trainings, Case Management, Job Search, Job Placement, Job Retention, Career Advancement, Job Coaching		
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		
Hours Open	9:00 a.m. - 5:00 p.m.		
Total number of Service Days	249		
Number of Service Days Closed	11		
Days Closed (list holidays closed)	New Year's Day, Chinese New Year, Veterans Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day		
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		