



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 & ADULT SERVICES COMMISSION

THROUGH: SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

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

DATE: NOVEMBER 6, 2019

SUBJECT: GRANT MODIFICATION: **GOLDEN GATE SENIOR SERVICES (NON-PROFIT)** FOR COMMUNITY SERVICES FOR OLDER ADULTS AND ADULTS WITH DISABILITIES

GRANT TERM: 7/1/2018-6/30/2020

GRANT AMOUNT:	Current	Modification	Revised	Contingency	Total
	\$1,012,412	\$30,000	\$1,042,412	\$104,241	\$1,146,653

ANNUAL AMOUNT	FY 18-19	FY 19-20
	\$532,720	\$509,692

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
MODIFICATION:	\$30,000			\$3,000	\$33,000
PERCENTAGE:	100%			100%	100%

The Department of Aging and Adult Services (DAAS) requests authorization to modify the existing grant agreement with Golden Gate Senior Services for the provision of Community Services to older adults and adults with disabilities during the period of July 1, 2019 to June 30, 2020, for an additional amount of \$30,000 plus a 10% contingency for a total amount not to exceed \$1,146,653.

Background

DAAS funded Community Services programs can be most easily identified as the network of Community Centers located throughout the City of San Francisco. These Community Centers are home to the rich history of San Francisco and have been built and nurtured over the years, with direct input, insight and support from the people and neighborhoods they serve.

Community Centers are more than just a meeting place for older adults and adults with disabilities. To meet the overall goal of Community Services programming, the centers offer a wide array of activities and programming to enhance the cultural, educational, mental and physical well-being of participants. Community Centers may also be the entry point for many older adults and adults with disabilities in need of additional services, thus translation and social services are made available on site. Additional DAAS funded services, including nutrition and health promotion programs, are often co-located at DAAS funded Community Centers.

Modification

The modification to this grant adds enhanced outreach funding that will enable Golden Gate Senior Services, at their Richmond Senior Center, to continue to facilitate the coordination of older adult and disability service providers in District 1 with the goal of developing aging friendly services and activities and improving knowledge of services among the district citizens. The grantee will oversee the Richmond Senior Round-table, a group comprised of staff from local service providers, advocates and consumers. The Grantee will conduct, in conjunction with the Round-table, District 1 focus groups and a survey of advocacy issues and priorities for older adults and people with disabilities as well as local organizations serving this demographic. The survey will be presented in report form to the Office of Community Partnerships and District 1 residents. The project will guide the collaborative advocacy work of the Richmond Senior Round-table while increasing the visibility of services and service providers.

Golden Gate Senior Services operate two senior centers: Castro Senior Center and Richmond Senior Center. The addback of \$30,000 is for Richmond Senior Center.

	FY 18-19	FY 19-20	Addback	Total
Castro Senior Center	\$219,560	\$198,337		\$417,897
Richmond Senior Center	\$313,160	\$281,355	\$30,000	\$624,515
				\$1,042,412

Services to be Provided

Activities and services at DAAS funded Community Center programs can be described as fitting within four main categories of services:

- 1) Activity Scheduling: Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other activities that bring people together, for education or wellness purposes that help consumers maintain/enhance their level of functioning.

- 2) Translation: Translation assistance is provided to consumers that cannot speak/read English. Translation may also include the use of American Sign Language, braille, or teleprompting. Services can include translation of forms and letters. It can also include written

translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, and presentations.

3) Social Services: Social services consist of one-to-one assistance for individuals to help resolve problems. Assistance may include information and referral, forms/application completion, home visits, and emotional support by phone or in person.

4) Enhanced Outreach: While there is an expectation that Community Center will do outreach to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, or problem-solving certain barriers to service, e.g., safety issues or transportation needs.

Performance

Programmatic monitoring was completed on April 10, 2019, and Golden Gate Senior Center is in compliance. The fiscal and compliance monitoring for fiscal year 2017-2018 was waived because Golden Gate Senior Center met all the requirements for a Good Performance Waiver.

Selection

Grantees were selected through RFP #785 issued in February 2018.

Funding

Golden Gate Senior Services' Community Services grant is currently funded through County General Fund. The added enhanced outreach in this modification will be funded through a Board of Supervisors' addback.

ATTACHMENTS

Appendix A-1 – Services to be Provided, Richmond Senior Center
Appendix B-2 – Program Budget, Richmond Senior Center
Appendix F – Site Chart

APPENDIX A-1 – SERVICES TO BE PROVIDED

GOLDEN GATE SENIOR SERVICES

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of services and activities in site based Community Centers.

II. Definitions

Adult with a 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	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.
Frail	An individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, 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 older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Golden Gate Senior Services

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, used interchangeably with the term “senior”
OCP	Office of Community Partnerships (previously Office on the Aging/OOA)
Senior	Person who is 60 years or older, used interchangeably with the term “older adult”
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 services in Grantee’s Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) 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:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

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

V. Location and Time of Services

Golden Gate Senior Services operates at two sites: the Richmond Senior Center and the Castro Senior Center. The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

- 1) Activity Scheduling – Units of service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.
- 2) Translation – Units of service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, translation may also include the use of American Sign Language, braille, or teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.
- 3) Social Services – Units of service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.
- 4) Enhanced Outreach – While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e.,

safety issues, transportation needs, etc. Enhanced outreach efforts must receive prior review and approval from Office of Community Partnerships staff before commencing. Units of service are measured by the number of hours spent working on enhanced outreach.

In additional for Fiscal Year 2019 – 2020:

Grantee will continue to facilitate the coordination of older adult and disability service providers in District 1 with the goal of developing aging friendly services and activities and improving knowledge of services among the district citizens. The grantee will oversee the Richmond Senior Roundtable, a group comprised of staff from local service providers, advocates and consumers which meets monthly. The Grantee will conduct, in conjunction with the Roundtable, District 1 focus groups and a survey of advocacy issues and priorities for older adults and people with disabilities as well as local organizations serving this demographic. The survey will be presented in report form to the Office of Community Partnerships and District 1 residents. The project will guide the collaborative advocacy work of the Richmond Senior Roundtable while increasing the visibility of services and service providers.

There are no enhanced outreach plans after 2019-2020.

VII. Contractor Responsibilities

Services should be provided according to Office on the Aging Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual consumer satisfaction survey, pre-approved by Office of Community Partnerships 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

- Grantee will serve **325** unduplicated consumers at the Richmond Senior Center site and **300** unduplicated consumers at the Castro Senior Center site. Grantee will serve a total of **625** unduplicated consumers between both sites.
- Grantee will provide **2,350** units of service of activity scheduling at the Richmond Senior Center site and **2,500** units of service of activity scheduling at the Castro Senior Center site for a total of **4,850** units of service of activity scheduling.

- Grantee will provide **400** units of service of translation at the Richmond Senior Center site and **0** units of social services at the Castro Senior Center for a total of **400** units of service of translation Services.
- Grantee will provide **450** units of service of social services at the Richmond Senior Center site and **0** units of social services at the Castro Senior Center site for a total of **450** units of service of social services.

In additional for Fiscal Year 2019 – 2020:

- Grantee will provide 500 hours of enhanced outreach. The Grantee will deliver, in conjunction with the RSSC and Roundtable groups, a **collaborative report on advocacy issues for District 1.**

IX. Outcome Objectives

- At least **80%** of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least **80%** of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least **80%** of participants surveyed who received social services or translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least **80%** of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

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

- A. The Grantee will enter consumers' data into the CA GetCare - Community 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 of Community Partnerships staff by March 15th 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.

- 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 31st of 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/OCP.
- 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 OCP's approval, an updated Site Chart (using OCP'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 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:

Rick Appleby
 Program Analyst
 P.O. Box 7988
 San Francisco, CA 94120
Rick.Appleby@sfgov.org

or

Ella Lee
 Contract Manager
 Human Services Agency
 PO Box 7988
 San Francisco, CA 94120
ella.lee@sfgov.org

XI. 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 OCP 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, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.

- 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.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Name Golden Gate Senior Services				Term 07/01/18 - 06/30/2020	
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <u>3</u>					
If modification, Effective Date of Mod. _____ No. of Mod. _____					
Program: Community Services - Richmond Senior Center					
Budget Reference Page No.(s) _____					
Program Term	7/1/18 - 6/30/19 Revised	7/1/19 - 6/30/20	Modification	Revised	Total
Expenditures					
Salaries & Benefits	\$232,683	\$205,539	\$26,089	\$231,628	\$464,311
Operating Expense	\$30,934	\$39,117		\$39,117	\$70,051
Subtotal	\$263,617	\$244,656	\$26,089	\$270,745	\$534,362
Subtotal eligible for indirect	\$263,617	\$244,656		\$270,745	
Indirect Percentage (%)	15%	15%		15%	15%
Indirect Cost (Line 16 X Line 15)	\$39,543	\$36,699	\$3,911	\$40,610	\$80,153
CDA Indirect Cost				\$27,075	
General Fund Indirect Cost				\$13,535	
Capital Expenditure	\$10,000				\$10,000
Total Expenditures	\$313,160	\$281,355	\$30,000	\$311,355	\$624,515
HSA Revenues					
General Fund	\$283,112	\$243,112		\$243,112	\$526,224
CFDA 93.778	\$30,048	\$30,048		\$30,048	\$60,096
General Fund - CODB		\$8,195		\$8,195	\$8,195
General Fund - Sr. Svcs Collaborative			\$30,000	\$30,000	\$30,000
TOTAL HSA REVENUES	\$313,160	\$281,355	\$30,000	\$311,355	\$624,515
Other Revenues					
Total Revenues	\$313,160	\$281,355	\$30,000	\$311,355	\$624,515
Full Time Equivalent (FTE)					
Prepared by: Kaleda Walling			Telephone No.:415-405-4660		Date: 10/22/2019
HSA-CO Review Signature: _____					10/25/2016
HSA #1					

Program: Community Services - Richmond Senior Center
(Same as Line 9 on HSA #1)

Salaries & Benefits Detail

POSITION TITLE	Agency Totals (FY 19/20)		HSA Program (FY 19/20)		DAAS				
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	7/1/18 - 6/30/19 Revised	7/1/19 - 6/30/20	Modification	Revised	Total
Executive Director	\$89,600			-	\$12,000				\$12,000
RSC Director	\$87,516	1.00	70%	0.70	\$57,960	\$61,261		\$61,261	\$119,221
Bilingual Center Coordinator	\$47,840	1.00	100%	1.00	\$47,840	\$47,840		\$47,840	\$95,680
Programs Director	\$76,134	1.00	15%	0.15	\$8,325	\$11,420		\$11,420	\$19,745
Activity Liason	\$44,720	0.75	74%	0.56	\$17,160	\$24,987		\$24,987	\$42,147
RSC Data Specialist	\$35,360	0.70	29%	0.20	\$7,072	\$7,072		\$7,072	\$14,144
Custodian (from Jan. 1, 2020)	\$37,440	0.50	50%	0.25	\$18,357	\$15,207	(\$5,847)	\$9,360	\$27,717
Community Engagement Specialist	\$60,320	0.45	100%	0.45	\$30,160		\$27,144	\$27,144	\$57,304
				-					
				-					
				-					
TOTALS	\$478,930	5.40	438%	3.31	\$198,874	\$167,787	\$21,297	\$189,084	\$387,958
FRINGE BENEFIT RATE		23%							
EMPLOYEE FRINGE BENEFITS	\$107,759				\$33,809	\$37,752	\$4,792	\$42,544	\$76,353
TOTAL SALARIES & BENEFITS HSA #2	\$586,689				\$232,683	\$205,539	\$26,089	\$231,628	\$464,311

10/25/2019

Program: Community Services - Richmond Senior Center
(Same as Line 9 on HSA #1)

Operating Expense Detail

Expenditure Category	TERM	7/1/18 - 6/30/19 Revised	7/1/19 - 6/30/20	Modification	Revised	TOTAL
Rental of Property		\$10,000	\$13,608		\$13,608	\$23,608
Utilities(Elec, Water, Gas, Phone, Garbage)		\$2,264				\$2,264
Office/Program Supplies, Postage		\$8,312				\$8,312
Office Supplies, Postage			\$3,860		\$3,860	\$3,860
Programs & Events			\$6,000		\$6,000	\$6,000
Building Maintenance Supplies and Repair		\$6,158	\$14,000		\$14,000	\$20,158
Printing & Reproduction		\$1,700	\$549		\$549	\$2,249
Insurance						
Staff/Vol training/recognition		\$1,500	\$600		\$600	\$2,100
Transport/Travel-(Local & Out of Town)		\$500	\$500		\$500	\$1,000
Rental of Equipment						
CONSULTANT (Descriptive Title)						
OTHER						
Outreach		\$500				\$500
TOTAL OPERATING EXPENSE		\$30,934	\$39,117		\$39,117	\$70,051

HSA #3

10/25/2016

Program Name: Community Service
(Same as Line 9 on HSA #1)

Capital Expenditure Detail

Subcontractors		TERM	7/1/18 - 6/30/19 Revised	7/1/19 - 6/30/20	Modification	Revised	Total
No.	ITEM/DESCRIPTION						
	Community Music Center		\$10,000				\$10,000
TOTAL EQUIPMENT COST			\$10,000				\$10,000
Remodeling							
DESCRIPTION							
TOTAL REMODELING COST							
TOTAL CAPITAL EXPENDITURE (Equipment and Remodeling Cost)			\$10,000				\$10,000
HSA #4							10/25/2016

APPENDIX F - SITE CHART
HSA / DAAS / OFFICE ON THE AGING

FISCAL YEAR: 2018 - 2020

AGENCY: Golden Gate Senior Services

CONTRACT MAILING ADDRESS: 6221 Geary Blvd., 3rd Floor, San Francisco CA 94121

PHONE NO.: 415-752-6444

DIRECTOR: Nick Lederer

SITES: (Community Services)		Richmond Senior Center	Castro Senior Center	
Name of Site		Richmond Senior Center	Castro Senior Center	
Address and Zip	6221 Geary Blvd., 3rd Fl. SF, 94121	110 Diamond St. SF, 94114		
Phone Number	415-752-6444	415-863-3507		
Fax Number	No fax	415-252-7495		
Neighborhood	Richmond District 1	Castro District 8		
Muni Line #s	1, 28, 38	33, 8, 24, 35, 37 and Muni Metro		
Person in Charge	Nick Lederer, Executive Director	Nick Lederer, Executive Director		
Site Manager	Kaleda Walling, Director	Patrick Larkin, Director		
Programs Offered at Site	Community Services, ADRC - Information & Referral Home Delivered Groceries Community Bridges (Village) Health Promotion Congregate Meals, Safe Streets SF Connected	Community Services Health Promotion Congregate Meals LGBT Outreach SF Connected		
Days Open	X_Mon X_Tues X_Wed X_Thurs X_Fri ___Sat ___Sun	X_Mon X_Tues X_Wed X_Thurs X_Fri ___Sat ___Sun		
Hours Open	8:30 - 4:30 p.m.	8:30 - 4:00 p.m.		
Hours of scheduled programming	8:30 - 4:30 p.m.	8:30 - 4:00 p.m.		
Hours of meal service	11:45 - 12:30 p.m.	11:45 - 12:30 p.m.		
Annual number of meals at site	17,220	15,990		
Average number of meals per day	70	65		
Total number of service days in FY	246	246		
Days closed	14 Days Independence Day, Labor Day, Indigenous People's Day, Veteran's Day, Thanksgiving Day and day after, Christmas Eve and Day, New Year's Eve and Day, MLK Jr. Day, President's Day, Cesar Chavez Day, Memorial Day	14 Days Independence Day, Labor Day, Indigenous People's Day, Veteran's Day, Thanksgiving Day and day after, Christmas Eve and Day, New Year's Eve and Day, MLK Jr. Day, President's Day, Cesar Chavez Day, Memorial Day		
ADA Accessible	X Yes ___ No	X Yes ___ No		Yes ___ No ___