



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 *JR*

DATE: MAY 1, 2019

SUBJECT: NEW GRANT: **INSTITUTE ON AGING** (NON-PROFIT) FOR THE PROVISION OF THE CENTER FOR ELDERLY SUICIDE PREVENTION (CESP)

GRANT TERM: 7/1/2019-6/30/2021

GRANT AMOUNT:	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$810,548	\$81,054	\$891,602

ANNUAL AMOUNT	<u>FY 19/20</u>	<u>FY 20/21</u>
	\$405,274	\$405,274

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$810,548			\$81,054	\$891,602
PERCENTAGE:	100%				100%

The Department of Aging and Adult Services (DAAS) requests authorization to enter into a new grant with Institute on Aging for the period of July 1, 2019 to June 30, 2021, in an amount of \$810,548 plus a 10% contingency for a total amount not to exceed \$891,602. The purpose of this grant is for provision of the Center for Elderly Suicide Prevention (CESP).

Background

Suicide rates for older adults have consistently been some of the highest among all groups in the United States. According to the Center for Disease Control’s 2017 Suicide Injury Deaths and Rates per 100,000, the suicide rate for those aged 60+ was 17.12 per 100,000 while the overall rate in the US is 14.48 per 100,000. The suicide rate for those aged 80+ alone was significantly

higher at 19.40 per 100,000 The Center for Elderly Suicide Prevention (CESP) program grant is designed to help maintain or improve the well-being of older adults and adults with disabilities who need suicide prevention services.

Services to be Provided

In order to address the suicide rates for older adults, CESP offers a variety of suicide prevention and emotional support services for older adults and adults with disabilities. The services provided include grief education and counseling, informal and formal emotional support, crisis intervention and suicide prevention services, as well as grief and loss education and training for staff at community based organizations. Depending on the service type, services are offered in person and/or over the phone via the "Friendship Line."

Selection

Grantee was selected through Request for Proposals #833 which was competitively bid in February of 2019.

Funding

Funding for this grant is County General funds (100%).

ATTACHMENTS

Appendix A-Scope of Services

Appendix B- Budget

Appendix F-Site Chart

APPENDIX A – SERVICES TO BE PROVIDED BY GRANTEE

THE CENTER FOR ELDERLY SUICIDE PREVENTION (CESP) FOR OLDER ADULTS AND ADULTS WITH DISABILITIES

July 1, 2019 – June 30, 2021

I. Purpose of Grant

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities who require suicide prevention services, as well as community outreach and education around suicide prevention. These services include emotional support through the Friendship Line, individual and group grief counseling sessions, and community education via grief education, training, and outreach efforts.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CBO	Community Based Organization
DAAS	Department of Aging and Adult Services
Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) capacity for independent living and self-direction; c) 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 others.
Grantee	Institute on Aging
HSA	Human Services Agency of City and County of San Francisco
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 U.S Census Bureau 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.
Older Adult	Person who is 60 years or older, used interchangeably with Senior.
Senior	Person who is 60 years or older, used interchangeably with Older Adult.
SOGI	Sexual Orientation and Gender Identity, a result of <i>Ordinance No. 159-16</i> which 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>)

III. Target Population

Individuals 60 years of age or older and 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:

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

IV. Description of Services

Services include but are not limited to crisis intervention, peer counseling, professional counseling, telephone reassurance, grief counseling, support groups, and information and referral services to appropriate agencies. These services are provided over the phone or on site. Outreach and community trainings are conducted throughout the City.

V. Location and Time of Services

The details of the sites and operation hours will be located in the grant Site Chart (Appendix F).

VI. Contractor Responsibilities/Definitions of Units of Service

During the term of the grant, the Grantee will provide the following services: grief education, training, community outreach, crisis intervention/suicide prevention (via the Friendship Line), formal and informal emotional support, and group and individual grief counseling services.

Grief Education, Training, & Community Outreach

Education and outreach to community based organizations (CBO) and the community at large through education, trainings, and community outreach on topics relating to grief, loss, suicide prevention, and other aging issues provided by the Grantee.

UNIT: One Hour

UNIT: One Participant

Crisis Intervention/Suicide Prevention

Interventions provided to consumers over the phone who may be depressed, bereaved, isolated, alone, suffer from substance abuse and/or suicidal.

UNIT: One Intervention

Informal Emotional Support

Consumers who are in distress due to chronic, progressive mental health problems will find comfort and support through contacting this program via phone on the "Friendship Line." Consumers call as needed.

UNIT: One Participant

Formal Emotional Support

Consumers enrolled in this program will be formally assessed and receive outreach calls weekly and up to a daily basis for emotional support in order to help them remain in their own home, avoid unnecessary hospital visits and medical contacts and increase self-reported wellbeing and feelings of social connectedness. The emotional support call is also a source for health monitoring and assessment.

UNIT: One Participant

Grief Counseling: Individual Support

Consumers needing support for traumatic loss can be seen on an individual basis.

UNIT: One Individual Session

UNIT: One Participant

Grief Counseling: Groups

Consumers can be seen for traumatic loss support in groups such as (a) structured groups; (b) weekly drop-in groups; or (c) monthly drop-in groups.

UNIT: One Group Session

UNIT: One Participant

VII. Service Objectives

The Grantee will provide the following services on an annual basis during the term of this contract:

- Number of unduplicated consumers provided suicide prevention and emotional support services: 975 (sum of unduplicated clients from the below categories: participants from grief education, training, and community outreach, consumers who accessed formal and informal emotional support, individuals who received group and individual grief counseling).
- Number of hours of grief education, training, & community outreach: **25**
- Number of participants provided grief education, training, and community outreach: **600**
- Number of crisis-/suicide prevention interventions: **400**
- Number of unduplicated consumers provided informal emotional support: **150**
- Number of unduplicated consumers provided formal emotional support: **150**
- Number of individual grief counseling sessions provided to consumers: **150**
- Number of individuals receiving grief counseling sessions: **50**
- Number of grief counseling group sessions provided to consumers: **50**
- Number of individuals receiving grief group counseling sessions: **25**

VIII. Outcome Objective

- 85% of participants completing a survey who received grief group counseling will report having come away with an increased understanding on how to cope with their grief/loss.

- 85% of participants completing a survey receiving formal emotional support phone calls will rate the services they received from the Friendship Line as good or excellent.
- 85% of participants completing a survey receiving emotional support phone calls will state that they would recommend Friendship Line services to a friend or family member.
- 85% of professionals, students, interns, volunteers responding to a satisfaction survey who attended educational trainings will report an increase in knowledge of grief, loss, suicide and depression issues in the older adult and adult with disabilities population they serve.

IX. Reporting and Other Requirements

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

- A. The Grantee will enter consumers' data into CA GetCare.
- 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 on the Aging staff by March 15th of each grant year.
- E. 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.
- F. A minimum of 35% of contracted unduplicated participants will respond to an annual Consumer Satisfaction Survey administered according to HSA guidelines.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA.
- H. 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.
- I. 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.

- J. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- K. The Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules.
- L. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports should be sent to the following addresses:

Monte Cimino, MSW
 Program Analyst
 Human Service Agency
 PO Box 7988
 San Francisco, CA 94120
 monte.cimino@sfgov.org

or

David Kashani
 Contract Manager
 Human Services Agency
 PO Box 7988
 San Francisco, CA 94120
 david.kashani@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, 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; clinical supervision of volunteers, 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 according to the site chart; a board of director lists 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 requirements

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name		Term	
6			7/1/19-6/30/21	
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: CESP			
10	Budget Reference Page No.(s)			
11	Program Term	7/1/19-6/30/20	7/1/20-6/30/21	Total
12	Expenditures			
13	Salaries & Benefits	\$297,105	\$297,105	\$594,210
14	Operating Expenses	\$55,307	\$55,307	\$110,614
15	Subtotal	\$352,412	\$352,412	\$704,824
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$52,862	\$52,862	\$105,724
18	Capital/Subcontractor Expenditures	\$0	\$0	\$0
19	Total Expenditures	\$405,274	\$405,274	\$810,548
20	HSA Revenues			
21				
22	General Fund	\$405,274	\$405,274	\$810,548
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$405,274	\$405,274	\$810,548
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$405,274	\$405,274	\$810,548
37	Full Time Equivalent (FTE)			
39	Prepared by:	Telephone No.:	Date: 04/02/2018	
40	HSA-CO Review Signature: _____			
41	HSA #1			10/25/2016

	A	B	C	D	E	F	G	H
1	Appendix B, Page 2							
2								
3								
4	Program: CESP							
5	(Same as Line 9 on HSA #1)							
6								
7	Salaries & Benefits Detail							
8								
9								
10								
		Agency Totals		HSA Program		7/1/19-6/30/20	7/1/20-6/30/21	7/1/19-6/30/21
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DAAS Budgeted Salary	DAAS Budgeted Salary	TOTAL Budgeted Salary
11	POSITION TITLE							
12	Director, CESP	\$108,148	1.00	50%	0.50	\$54,074	\$54,074	\$108,148
13	Director, Friendship Line	\$100,940	1.00	20%	0.20	\$20,188	\$20,188	\$40,376
14	Manager, Friendship Line	\$71,064	1.00	20%	0.20	\$14,213	\$14,213	\$28,426
15	Volunteer Coordinator	\$57,373	1.00	50%	0.50	\$28,687	\$28,687	\$57,374
16	Program Coordinator	\$47,133	1.00	50%	0.50	\$23,567	\$23,567	\$47,134
17	Team Lead	\$44,990	1.00	20%	0.20	\$8,998	\$8,998	\$17,996
18	Friendship Line Counselor I	\$38,242	1.00	100%	1.00	\$38,242	\$38,242	\$76,484
19	Friendship Line Counselor II	\$38,242	1.00	100%	1.00	\$38,242	\$38,242	\$76,484
20	Friendship Line Counselor II	\$38,242	1.00	30%	0.30	\$11,473	\$11,473	\$22,946
21								
22								
23								
24								
25								
26								
27								
28								
29	TOTALS		9.00	440%	4.40	\$237,684	\$237,684	\$475,368
30								
31	FRINGE BENEFIT RATE	25%						
32	EMPLOYEE FRINGE BENEFITS					\$59,421	\$59,421	\$118,842
33								
34								
35	TOTAL SALARIES & BENEFITS					\$297,105	\$297,105	\$594,210
36	HSA #2							10/25/2016

	A	B	C	D	E	F	G	H	I
1	Appendix B, Page 3								
2									
3									
4	Program: CESP								
5	(Same as Line 9 on HSA #1)								
6									
7	Operating Expense Detail								
8									
9									
10									
11									
12	<u>Expenditure Category</u>			TERM	<u>7/1/19-6/30/20</u>	<u>7/1/20-6/30/21</u>			TOTAL <u>7/1/19-6/30/21</u>
13	Occupancy				\$23,000	\$23,000			\$46,000
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$10,428	\$10,428			\$20,856
15	Office Supplies, Postage				\$1,000	\$1,000			\$2,000
16	Building Maintenance Supplies and Repair								
17	Printing and Reproduction				\$700	\$700			\$1,400
18	Insurance				\$2,556	\$2,556			\$5,112
19	Staff Training				\$600	\$600			\$1,200
20	Staff Travel-(Local & Out of Town)				\$2,763	\$2,763			\$5,526
21	Rental of Equipment								
22									
23	CONSULTANTS								
24									
25									
26									
27	OTHER								
28	Volunteer Background Check				\$6,690	\$6,690			\$13,380
29	Volunteer Retention/ appreciation				\$3,570	\$3,570			\$7,140
30	Volunteer Training/ Orientation				\$4,000	\$4,000			\$8,000
31									
32	TOTAL OPERATING EXPENSE				\$ 55,307	\$ 55,307			\$110,614
33									
34	HSA #3								10/25/2016

APPENDIX F - SITE CHART A: SITE LOCATIONS

AGENCY: Institute on Aging OFFICE ON THE AGING FY 2019 - 2021

CONTRACT MAILING ADDRESS: 3575 Geary Boulevard, San Francisco, CA 94118

SITES: (includes congregate nutrition, community/social services, home-delivered meals, food distribution, etc.)	Center for Elderly Suicide Prevention – Friendship Line				
Name of Site					
Address and Zip	3575 Geary Blvd. San Francisco, CA 94118				
Phone Number	(415) 750-4111				
Fax Number					
Neighborhood	Citywide				
Person in Charge	Laura Liesem				
Site Manager	Mia Grigg				
Programs Offered	24/7 Suicide Prevention Hotline and Warm line for social connection and loneliness prevention				
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 checked="" type="checkbox"/> Sat <input checked="" type="checkbox"/> Sun				
Hours Open	24 hours a day				
Hours of scheduled programming	N/A				
Hours of meal service	N/A				
Annual number of meals at site	N/A				
Average number of meals per day	N/A				
Total number of service days in FY	365				
Days closed	Open every day.				
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No