



# SAN FRANCISCO HUMAN SERVICES AGENCY

Department of Benefits and Family Support

Department of Disability and Aging Services

Office of Early Care and Education

P.O. Box 7988  
San Francisco, CA  
94120-7988  
[www.SFHSA.org](http://www.SFHSA.org)

## MEMORANDUM

**TO:** DISABILITY AND AGING SERVICES COMMISSION

**THROUGH:** KELLY DEARMAN, EXECUTIVE DIRECTOR

**FROM:** CINDY KAUFFMAN, DEPUTY DIRECTOR  
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

**DATE:** WEDNESDAY, MAY 4, 2022

**SUBJECT:** NEW GRANT: **CURRY SENIOR CENTER (NON-PROFIT) AND SOUTHEAST ASIAN COMMUNITY CENTER (NON-PROFIT) FOR THE PROVISION OF COMMUNITY AMBASSADOR SERVICES**

DS  
EE

**GRANT TERM:** 5/1/2022-6/30/2024

**GRANT AMOUNT:** See table on page #2

<b>Funding Source</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING:</b>	\$591,668			\$59,166	\$650,834
<b>PERCENTAGE:</b>	100%				100%



**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

The Department of Disability and Aging Services (DAS) requests authorization to enter into grant agreements with multiple providers for the period of May 1, 2022 through June 30, 2024, in a combined amount of \$591,668, plus a 10% contingency for a total amount not to exceed \$650,834. The purpose of the grant is to implement Community Ambassador services that will promote community awareness of the programs and services that are provided by DAS to older adults and the adults with disabilities in the Black and African American community, the Chinese community, and the Vietnamese community in San Francisco.

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<b>Grantee</b>	<b>May 1, 2022 – June 30, 2022</b>	<b>July 1 2022 – June 30, 2023 and July 1, 2023 – June 30, 2024 annual amount</b>	<b>Grant total</b>	<b>Contingency (10%)</b>	<b>Not to exceed</b>
Curry Senior Center (BIPOC Ambassador)	\$20,834	\$150,000	\$320,834	\$32,083	\$352,917
Southeast Asian Community Center (Vietnamese Ambassador)	\$20,834	\$125,000	\$270,834	\$27,083	\$297,917
<b>Total</b>			<b>\$591,668</b>	<b>\$59,166</b>	<b>\$650,834</b>

### **Background**

Awareness of DAS program offerings is critical to the ability of older adults and adults with disabilities to access services. Without knowledge of the programs and services available, individuals may feel alone as they face challenges in life when there is assistance and support available. The Dignity Fund Community Needs Assessment (2018 and 2022), as well as the DAS Listening Sessions with Communities of Color (2021), provided insight that more awareness of program offerings is needed to reach DAS’s target population, and that the best way to do that is by utilizing ambassadors who culturally and linguistically represent the communities being served. In response to these findings, DAS established the Community Ambassadors Program to conduct targeted outreach and referrals through a team of trained Ambassadors who will promote awareness of DAS programs in communities that have been identified as having low participation rates in services.

### **Services to be Provided**

**Curry Senior Center** will provide ambassador services to the Black and African American, Chinese, and Vietnamese communities throughout San Francisco.

**Southeast Asian Community Center** will provide ambassador services to the Vietnamese community throughout San Francisco.

Each Grantee’s Community Ambassadors Program will include the following:

Ambassador Training: Training on DAS funded programs, including an overview of programs and services available citywide, service sites, and ADRCs within target districts. Training to ensure ambassadors are aware of DAS services available to the community, how to make referrals to the DAS Benefits and Resources Hub, best practices for providing information to older adults and adults with disabilities in a community setting, cultural

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competency, and reporting suspected abuse or self-neglect to Adult Protective Services.

Outreach: Ambassadors will conduct formal outreach efforts at locations, other than a DAS funded service site, that will create an opportunity to provide information about DAS programs and services to older adults, adults with disabilities, and their families who might not otherwise be aware or have access to the information. Examples of this may include outreach at community events and public places where the targeted community congregates or regularly visits (e.g. businesses, non-profit and/or faith-based organizations, health care centers, housing sites, etc.).

Community Leader/Partner Recruitment: Ambassadors will identify, recruit, and engage community leaders and/or community partners to help reach the target population and promote awareness of DAS programs and services.

Evaluation: A process for the target community and community leaders to provide feedback on the outreach activities conducted by the ambassadors.

### **Selection**

Contractors were selected through Request for Proposals #962, which was competitively bid in January 12, 2022.

### **Funding**

Funding for this grant is provided through County General Funds.

## **ATTACHMENTS**

### **Curry Senior Center**

Appendix A – Scope of Services

Appendix B – Budget

### **Southeast Asian Community Center**

Appendix A – Scope of Services

Appendix B – Budget

## Appendix A - Services to be Provided

### Curry Senior Center

#### Ambassador Services

**May 1, 2022 to June 30, 2024**

### I. Purpose

The purpose of this grant is to implement an ambassador program for older adults and adults with disabilities in the City and County of San Francisco to promote community awareness of the programs and services that are coordinated and funded by the Department of Disability and Aging Services (DAS). Ambassadors will disseminate information and focus their efforts on reaching communities that have been identified as having low participation rates in DAS services.

### II. Definitions

Aging and Disability Resource Center (ADRC)	Aging and Disability Resource Centers are located throughout San Francisco and provide a wide range of services in multiple languages and offer the general public a single source for connecting to free information and assistance on issues affecting older people and people with disabilities. ADRC is a DAS funded service.
Adult with a Disability	A person 18 years of age or older living with a disability.
Ambassador	An individual trained and hired by the grantee to promote DAS programs and services in the community. Ambassadors must culturally and/or linguistically represent the community they serve.
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transfer, bathing, toileting, and grooming; or 2) or a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.

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
Communities of Color	An inclusive term and unifying term for persons who do not identify as White, who have been historically and systemically disadvantaged by institutionalized and interpersonal racism.
DAS	Department of Disability and Aging 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.
Grantee	Curry Senior Center
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.
Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person's primary language.
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.
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human Services Agency
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”.
SF-HSA	Human Services Agency of the City and County of San Francisco
Socially Isolated	Having few social relationships and few people to interact with regularly.
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> ).

### III. DAS Target Population

Services must target older adults and adults with disabilities 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:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

### IV. Eligibility for DAS Services

- A person who is a resident of San Francisco *and*
- A person who is an older adult or an adult with a disability

### V. Location and Time of Services

Details of the sites and hours of operation for the Ambassador Program are listed on the attached site chart.

### VI. Description of Services and Program Requirements

Grantee will implement an Ambassador Program that promotes community awareness of the programs and services in the City and County of San Francisco that are coordinated and funded by DAS. Ambassadors will be hired and trained by the grantee to conduct outreach activities and disseminate information about DAS programs and services to the Black/African American Community, the Vietnamese Community, and the Chinese Community. Ambassadors must be

culturally and/or linguistically representative of the community they serve. The Ambassador Program will include the following elements:

1. Ambassador Training: Grantee will coordinate with the DAS Benefits and Resource Hub for ambassadors to receive training on DAS funded programs, including an overview of programs and services available citywide, service sites, and ADRCs within target districts. Grantee will also conduct their own training to ensure ambassadors are aware of DAS services available to the community, how to make referrals to the DAS Benefits and Resource Hub, best practices for providing information to older adults and adults with disabilities in a community setting, cultural competency, and reporting suspected abuse or self-neglect to Adult Protective Services.
2. Outreach: Ambassadors will conduct formal outreach efforts at locations, other than a DAS funded service site, that will create an opportunity to provide information about DAS programs and services to older adults, adults with disabilities, and their families who might not otherwise be aware or have access to the information. Examples of this may include outreach at community events and public places where the targeted community congregates or regularly visits (e.g. businesses, non-profit and/or faith-based organizations, health care centers, housing sites, etc.).
3. Community Leader/Partner Recruitment: Ambassadors will identify, recruit, and engage community leaders and/or community partners to help reach the target population and promote awareness of DAS programs and services.
  - a. Community leaders are members of a community who are likely to have contact with or knowledge of older adults and/or adults with disabilities that are part of the target community. Community leaders will advise ambassadors on outreach strategies and help promote DAS services themselves. Community leaders may include long-term members of the community, non-profit and/or faith-based leaders, business owners, health care providers, housing site coordinators, etc. The program prioritizes the development of relationships with community leaders and members to increase visibility of existing DAS programs and services through a word-of-mouth approach. Community leaders are not paid by the grantee or DAS to advise ambassadors or promote awareness of DAS services.
  - b. Community partners are businesses and/or entities that will help promote community awareness of DAS programs and services by displaying and/or having available DAS approved information bulletins and brochures about DAS and/or DAS programs and services at their physical location. Community partners should be known by the target community and be located where the target community frequents. Community partners may include businesses, public spaces, grocery stores, non-profit and/or faith based organizations, health care centers, housing sites etc. Community partners are not paid by the grantee or DAS to display and/or have available DAS approved information.
4. Evaluation: Grantee will have a process for the target community and community leaders

to provide feedback on the outreach activities conducted by the ambassadors. The process will be reviewed and approved by DAS OCP prior to implementation.

5. Quarterly Meetings: Grantee and ambassadors will participate in regular meetings with DAS OCP to share their experiences and best practices when promoting DAS programs and services in the community. These meetings will be organized by DAS OCP and take place at least once a quarter.

## VII. Service Objectives

Grantee will provide the units of service detailed in Table A below:

Service	05/01/2022- 6/30/2022	FY22/23	FY23/24
Outreach	30	200	300
Community Leader/Partner Recruitment*	0	15	15
Ambassador Trainings	0	60	60
One (1) unit of service = one (1) hour of service provision *One (1) unit of service = one (1) community leader/partner			

## VIII. Outcome Objectives

1. Community leaders and/or community partners develop new knowledge of aging and disability services that address the needs of their community. Target: 85%
2. Ambassadors develop new knowledge of aging and disability services that address the needs of the community they are serving. Target: 85%
3. Ambassadors report the quality of support they receive from the grantee through trainings and/or meetings as excellent or good. Target: 85%
4. Ambassadors feel more confident in their ability to assist diverse older adults and adults with disabilities through their information and outreach campaigns due to training they received from the grantee. Target: 85%

Objective 1 is based on an evaluation survey created by the grantee with input from DAS and with a sample size of at least 60% of community leaders and/or community partners participating in this program.

Objectives 2, 3, and 4 are based on an evaluation survey created, distributed, collected, and recorded by a DAS analyst, with the expectation that 100% of Ambassadors participate.



## IX. Reporting and Other Requirements

1. Grantee will enter into the CA-GetCare Service Unit section all service objectives by the 5th working day of the month for the preceding month.
2. Grantee will enter monthly reports and metrics into the CARBON database system by the 15th of the following month.
3. Grantee will maintain a list of recruited community leaders and community partners and track their involvement with the Ambassador Program.
4. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
5. 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<sup>st</sup> of each grant year. The grantee must submit the report in the CARBON system.
6. Grantee will provide an annual evaluation survey report to DAS by March 15<sup>th</sup> each grant year or a mutually agreed upon date between DAS and the grantee.
7. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
8. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10<sup>th</sup> (June-December data) and July 10<sup>th</sup> (January-June data).
9. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
10. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
11. 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.
12. Grantee will develop a manual of policies and procedures for all aspects of the program, including a grievance policy and project income policy that are consistent with DAS OCP policy memorandum.
13. For assistance with reporting and contract requirements, please contact:

Hanna Blanton  
Program Analyst  
DAS OCP  
Hanna.Blanton@SFgov.org

Patrick Garcia  
Contract Manager  
HSA OCM  
Patrick.Garcia@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; review of 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				Term
<b>Curry Senior Center</b>				5/1/22 - 6/30/24
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date of Mod. _____ No. of Mod. _____				
<b>Program: DAS Ambassador Program (BIPOC)</b>				
Budget Reference Page No.(s)				Total
Program Term	5/1/22 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	5/1/22 - 6/30/24
<b>DAS Expenditures</b>				
Salaries & Benefits	\$8,504	\$120,856	\$120,856	\$250,216
Operating Expenses	\$3,090	\$9,579	\$9,579	\$22,248
<b>Subtotal</b>	<b>\$11,594</b>	<b>\$130,435</b>	<b>\$130,435</b>	<b>\$272,464</b>
Indirect Percentage (%)	15%	15%	15%	15.00%
Indirect Cost	\$1,740	\$19,565	\$19,565	\$40,870
Capital/Subcontractor Expenditures	\$7,500			\$7,500
<b>Total DAS Expenditures</b>	<b>\$20,834</b>	<b>\$150,000</b>	<b>\$150,000</b>	<b>\$320,834</b>
<b>DAS Revenues</b>				
General Funds	\$20,834	\$150,000	\$150,000	\$320,834
<b>Total DAS Revenue</b>	<b>\$20,834</b>	<b>\$150,000</b>	<b>\$150,000</b>	<b>\$320,834</b>
<b>Non DAS Revenues</b>				
Project Income				
Agency Cash- Fundraising				
Agency In-kind Volunteer				
<b>Total Non DAS Revenue</b>				
<b>TOTAL DAS AND NON DAS REVENUE</b>	<b>\$20,834</b>	<b>\$150,000</b>	<b>\$150,000</b>	<b>\$320,834</b>
Full Time Equivalent (FTE)	0.78	0.78	0.78	2.33
Prepared by:				Date:
HSA-CO Review Signature:				
<b>HSA #1</b>				

Curry Senior Center												
Program: DAS Ambassador Program (BIPOC)												
<b>Salaries &amp; Benefits Detail</b>												
DAS Salaries & Benefits	Agency Totals		HSA Program		5/1/22 - 6/30/22	Agency Totals		HSA Program		7/1/22 - 6/30/23	7/1/23 - 6/30/24	5/1/22 - 6/30/24
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary
Ambassador - Cantonese	\$52,650	0.13	100%	0.13	\$1,097	\$52,650	0.50	100%	0.50	\$26,325	\$26,325	\$53,747
Ambassador - Vietnamese	\$50,700	0.25	100%	0.25	\$2,113	\$50,700	0.50	100%	0.50	\$25,350	\$25,350	\$52,813
Ambassador - B/AA	\$52,650	0.39	100%	0.39	\$3,400	\$52,650	0.78	100%	0.78	\$40,804	\$40,804	\$85,008
Senior Center Program Manager	\$65,000	0.02	100%	0.02	\$163	\$65,000	0.03	100%	0.03	\$1,950	\$1,950	\$4,063
<b>Totals</b>	<b>\$221,000</b>	<b>0.78</b>	<b>400%</b>	<b>0.78</b>	<b>\$6,773</b>	<b>\$221,000</b>	<b>1.81</b>	<b>400%</b>	<b>1.81</b>	<b>\$94,429</b>	<b>\$94,429</b>	<b>\$195,631</b>
Fringe Benefits Rate	26%					28%						
Employee Fringe Benefits	\$56,481				\$1,731	\$61,849				\$26,427	\$26,427	\$54,585
<b>Total DAS Salaries and Benefits</b>	<b>\$277,481</b>				<b>\$8,504</b>	<b>\$282,849</b>				<b>\$120,856</b>	<b>\$120,856</b>	<b>\$250,216</b>

HSA #2

**Curry Senior Center**

**Program: DAS Ambassador Program (BIPOC)**

**Operating Expense Detail**

	<u>5/1/22 - 6/30/22</u>	<u>7/1/22 - 6/30/23</u>	<u>7/1/23 - 6/30/24</u>	<u>5/1/22 - 6/30/24</u>
<b>DAS Operating Expenses</b>				
<u>Expenditure Category</u>				
Rental of Property				
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$300	\$3,708	\$3,708	\$7,716
Office Supplies, Postage	\$200	\$800	\$800	\$1,800
Building Maintenance Supplies and Repair	\$200	\$300	\$300	\$800
Printing and Reproduction				
Insurance	\$150	\$500	\$500	\$1,150
Licenses and Fees				
Staff Training	\$100	\$100	\$100	\$300
Staff Travel	\$50	\$100	\$100	\$250
Rental of Equipment				
<u>Consultant</u>				
<u>Other</u>				
Program Supplies		\$651	\$651	\$1,302
Cell Phones	\$900			\$900
Payroll Fees	\$50	\$200	\$200	\$450
Recruitment	\$1,000	\$100	\$100	\$1,200
Computer Support	\$140	\$3,120	\$3,120	\$6,380
<b>Total DAS Operating Expenses</b>	<b>\$3,090</b>	<b>\$9,579</b>	<b>\$9,579</b>	<b>\$22,248</b>
<b>HSA #3</b>				

Curry Senior Center

Appendix B, Page 4

Program: DAS Ambassador Program (BIPOC)

**Capital & Subcontractor Expenditure Detail**

**DAS Capital Expenditure**

Equipment (Qty)	5/1/22 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	5/1/22 - 6/30/24
Laptops	\$7,500			\$7,500
<b>Total Equipment Cost</b>	<b>\$7,500</b>			<b>\$7,500</b>

Remodeling	5/1/22 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	5/1/22 - 6/30/24
<b>Total Remodeling Cost</b>				

Subcontractor	5/1/22 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	5/1/22 - 6/30/24
<b>Total Subcontractor Cost</b>				

<b>Total DAS Capital &amp; Subcontractor Expenditure</b>	<b>\$7,500</b>			<b>\$7,500</b>
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HSA #4

**Appendix A - Services to be Provided**  
**South East Asian Community Center**

**Ambassador Services**

**May 1, 2022 to June 30, 2024**

**I. Purpose**

The purpose of this grant is to implement an ambassador program for older adults and adults with disabilities in the City and County of San Francisco to promote community awareness of the programs and services that are coordinated and funded by the Department of Disability and Aging Services (DAS). Ambassadors will disseminate information and focus their efforts on reaching communities that have been identified as having low participation rates in DAS services.

**II. Definitions**

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Grantee	South East Asian Community Center (SEACC)
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.
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Senior	Person who is 60 years or older, used interchangeably with “older adult”.
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### III. DAS Target Population

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- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

### IV. Eligibility for DAS Services

- A person who is a resident of San Francisco *and*
- A person who is an older adult or an adult with a disability

### V. Location and Time of Services

Details of the sites and hours of operation for the Ambassador Program are listed on the attached site chart.

### VI. Description of Services and Program Requirements

Grantee will implement an Ambassador Program that promotes community awareness of the programs and services in the City and County of San Francisco that are coordinated and funded by DAS. Ambassadors will be hired and trained by the grantee to conduct outreach activities and disseminate information about DAS programs and services to the Vietnamese Community.

Ambassadors must be culturally and/or linguistically representative of the community they serve. The Ambassador Program will include the following elements:

1. Ambassador Training: Grantee will coordinate with the DAS Benefits and Resource Hub for ambassadors to receive training on DAS funded programs, including an overview of programs and services available citywide, service sites, and ADRCs within target districts. Grantee will also conduct their own training to ensure ambassadors are aware of DAS services available to the community, how to make referrals to the DAS Benefits and Resource Hub, best practices for providing information to older adults and adults with disabilities in a community setting, cultural competency, and reporting suspected abuse or self-neglect to Adult Protective Services.
2. Outreach: Ambassadors will conduct formal outreach efforts at locations, other than a DAS funded service site, that will create an opportunity to provide information about DAS programs and services to older adults, adults with disabilities, and their families who might not otherwise be aware or have access to the information. Examples of this may include outreach at community events and public places where the targeted community congregates or regularly visits (e.g. businesses, non-profit and/or faith-based organizations, health care centers, housing sites, etc.).
3. Community Leader/Partner Recruitment: Ambassadors will identify, recruit, and engage community leaders and/or community partners to help reach the target population and promote awareness of DAS programs and services.
  - a. Community leaders are members of a community who are likely to have contact with or knowledge of older adults and/or adults with disabilities that are part of the target community. Community leaders will advise ambassadors on outreach strategies and help promote DAS services themselves. Community leaders may include long-term members of the community, non-profit and/or faith-based leaders, business owners, health care providers, housing site coordinators, etc. The program prioritizes the development of relationships with community leaders and members to increase visibility of existing DAS programs and services through a word-of-mouth approach. Community leaders are not paid by the grantee or DAS to advise ambassadors or promote awareness of DAS services.
  - b. Community partners are businesses and/or entities that will help promote community awareness of DAS programs and services by displaying and/or having available DAS approved information bulletins and brochures about DAS and/or DAS programs and services at their physical location. Community partners should be known by the target community and be located where the target community frequents. Community partners may include businesses, public spaces, grocery stores, non-profit and/or faith based organizations, health care centers, housing sites etc. Community partners are not paid by the grantee or DAS to display and/or have available DAS approved information.
4. Evaluation: Grantee will have a process for the target community and community leaders

to provide feedback on the outreach activities conducted by the ambassadors. The process will be reviewed and approved by DAS OCP prior to implementation.

5. Quarterly Meetings: Grantee and ambassadors will participate in regular meetings with DAS OCP to share their experiences and best practices when promoting DAS programs and services in the community. These meetings will be organized by DAS OCP and take place at least once a quarter.

## VII. Service Objectives

Grantee will provide the units of service detailed in Table A below:

Service	05/01/2022- 6/30/2022	FY22/23	FY23/24
Outreach	50	300	300
Community Leader/Partner Recruitment*	0	12	12
Ambassador Trainings	0	48	48
One (1) unit of service = one (1) hour of service provision *One (1) unit of service = one (1) community leader/partner			

## VIII. Outcome Objectives

1. Community leaders and/or community partners develop new knowledge of aging and disability services that address the needs of their community. Target: 85%
2. Ambassadors develop new knowledge of aging and disability services that address the needs of the community they are serving. Target: 85%
3. Ambassadors report the quality of support they receive from the grantee through trainings and/or meetings as excellent or good. Target: 85%
4. Ambassadors feel more confident in their ability to assist diverse older adults and adults with disabilities through their information and outreach campaigns due to training they received from the grantee. Target: 85%

Objective 1 is based on an evaluation survey created by the grantee with input from DAS and with a sample size of at least 60% of community leaders and/or community partners participating in this program.

Objectives 2, 3, and 4 are based on an evaluation survey created, distributed, collected, and recorded by a DAS analyst, with the expectation that 100% of Ambassadors participate.

## IX. Reporting and Other Requirements

1. Grantee will enter into the CA-GetCare Service Unit section all service objectives by the 5th working day of the month for the preceding month.
2. Grantee will enter monthly reports and metrics into the CARBON database system by the 15th of the following month.
3. Grantee will maintain a list of recruited community leaders and community partners and track their involvement with the Ambassador Program.
4. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
5. 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<sup>st</sup> of each grant year. The grantee must submit the report in the CARBON system.
6. Grantee will provide an annual evaluation survey report to DAS by March 15<sup>th</sup> each grant year or a mutually agreed upon date between DAS and the grantee.
7. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
8. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10<sup>th</sup> (June-December data) and July 10<sup>th</sup> (January-June data).
9. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
10. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
11. 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.
12. Grantee will develop a manual of policies and procedures for all aspects of the program, including a grievance policy and project income policy that are consistent with DAS OCP policy memorandum.
13. For assistance with reporting and contract requirements, please contact:

Hanna Blanton  
Program Analyst  
DAS OCP  
Hanna.Blanton@SFgov.org

Steve Kim  
Contract Manager  
HSA OCM  
Steve.Kim@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; review of 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				Term
<b>Southeast Asian Community Center (SEACC)</b>				5/1/22 - 6/30/24
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date of Mod. _____ No. of Mod. _____				
<b>Program: DAS Ambassador Program (Vietnamese)</b>				
Budget Reference Page No.(s)				Total
Program Term	5/1/22 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	5/1/22 - 6/30/24
<b>DAS Expenditures</b>				
Salaries & Benefits	\$15,375	\$92,262	\$92,262	\$199,899
Operating Expenses	\$2,742	\$16,436	\$16,436	\$35,614
<b>Subtotal</b>	<b>\$18,117</b>	<b>\$108,698</b>	<b>\$108,698</b>	<b>\$235,513</b>
Indirect Percentage (%)	15%	15%	15%	15%
Indirect Cost	\$2,717	\$16,302	\$16,302	\$35,321
Capital/Subcontractor Expenditures				
<b>Total DAS Expenditures</b>	<b>\$20,834</b>	<b>\$125,000</b>	<b>\$125,000</b>	<b>\$270,834</b>
<b>DAS Revenues</b>				
General Funds	\$20,834	\$125,000	\$125,000	\$270,834
<b>Total DAS Revenue</b>	<b>\$20,834</b>	<b>\$125,000</b>	<b>\$125,000</b>	<b>\$270,834</b>
<b>Non DAS Revenues</b>				
Project Income				
Agency Cash- Fundraising				
Agency In-kind Volunteer				
<b>Total Non DAS Revenue</b>				
<b>TOTAL DAS AND NON DAS REVENUE</b>	<b>\$20,834</b>	<b>\$125,000</b>	<b>\$125,000</b>	<b>\$270,834</b>
Full Time Equivalent (FTE)	1.81	1.81	1.81	5.43
Prepared by: Diana Vuong				Date: 04/13/2022
HSA-CO Review Signature:				
<b>HSA #1</b>				

Southeast Asian Community Center (SEACC)											Appendix B, Page 2	
Program: DAS Ambassador Program (Vietnamese)											Document Date: May 2022	
Salaries & Benefits Detail												
DAS Salaries & Benefits	Agency Totals		HSA Program		5/1/22 - 6/30/22	Agency Totals		HSA Program		7/1/22 - 6/30/23	7/1/23 - 6/30/24	5/1/22 - 6/30/24
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary
Program Director	\$83,994	0.05	100%	0.05	\$700	\$83,994	0.05	100%	0.05	\$4,200	\$4,200	\$9,100
Program Assistant	\$51,057	0.10	100%	0.10	\$850	\$51,057	0.10	100%	0.10	\$5,106	\$5,106	\$11,062
I&A Specialist	\$54,631	0.16	100%	0.16	\$1,456	\$54,631	0.16	100%	0.16	\$8,741	\$8,741	\$18,938
Ambassador #1	\$36,400	0.50	100%	0.50	\$3,034	\$36,400	0.50	100%	0.50	\$18,200	\$18,200	\$39,434
Ambassador #2	\$36,400	1.00	100%	1.00	\$6,066	\$36,400	1.00	100%	1.00	\$36,400	\$36,400	\$78,866
Totals	\$262,482	1.81	500.00%	1.81	\$12,106	\$262,482	1.81	500.00%	1.81	\$72,647	\$72,647	\$157,400
Fringe Benefits Rate	27%					27%						
Employee Fringe Benefits	\$70,870				\$3,269	\$70,870				\$19,615	\$19,615	\$42,499
<b>Total DAS Salaries and Benefits</b>	<b>\$333,352</b>				<b>\$15,375</b>	<b>\$333,352</b>				<b>\$92,262</b>	<b>\$92,262</b>	<b>\$199,899</b>

HSA #2

**Southeast Asian Community Center (SEACC)**

**Program: DAS Ambassador Program (Vietnamese)**

Document Date: May 2022

**Operating Expense Detail**

	<u>5/1/22 - 6/30/22</u>	<u>7/1/22 - 6/30/23</u>	<u>7/1/23 - 6/30/24</u>	<u>5/1/22 - 6/30/24</u>
<b>DAS Operating Expenses</b>				
<u>Expenditure Category</u>				
Rental of Property	\$250	\$1,500	\$1,500	\$3,250
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$37	\$220	\$220	\$477
Office Supplies, Postage	\$41	\$250	\$250	\$541
Building Maintenance Supplies and Repair	\$25	\$150	\$150	\$325
Printing and Reproduction	\$390	\$2,340	\$2,340	\$5,070
Insurance	\$123	\$736	\$736	\$1,595
Licenses and Fees				
Staff Training	\$33	\$200	\$200	\$433
Staff Travel				
Rental of Equipment				
<u>Consultant</u>				
<u>Other</u>				
Client Transportation	\$1,433	\$8,500	\$8,500	\$18,433
Ambassador Cellphone	\$235	\$1,400	\$1,400	\$3,035
Workshop	\$83	\$500	\$500	\$1,083
Uniforms	\$42	\$390	\$390	\$822
Safety Supplies	\$50	\$250	\$250	\$550
<b>Total DAS Operating Expenses</b>	<b>\$2,742</b>	<b>\$16,436</b>	<b>\$16,436</b>	<b>\$35,614</b>
<b>HSA #3</b>				