



Edwin M. Lee, Mayor

Department of Human Services
Department of Aging and Adult Services

Shireen McSpadden, Executive Director

MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

FROM: MELISSA MCGEE, ACTING DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS JK1

DATE: OCTOBER 5, 2016

SUBJECT: GRANT MODIFICATION: **SOUTHWEST COMMUNITY CORPORATION (NON-PROFIT) TO PROVIDE COMMUNITY SERVICES FOR OLDER ADULTS & ADULTS WITH DISABILITIES**

GRANT TERM:	<u>Current</u> 7/1/13- 6/30/18	<u>Modification</u> 7/1/16- 6/30/18	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
GRANT AMOUNT:	\$515,902	\$150,000	\$665,902	\$66,590	\$732,492
ANNUAL MOD AMOUNT	<u>FY 13/14</u> \$84,714	<u>FY14/15</u> \$85,896	<u>FY15/16</u> \$110,770	<u>FY16/17</u> \$192,261	<u>FY17/18</u> \$192,261
FUNDING SOURCE MODIFICATION	<u>County</u> \$132,000	<u>State</u>	<u>Federal</u> \$18,000	<u>Contingency</u> \$15,000	<u>Total</u> \$165,000
FUNDING: PERCENTAGE:	88%		12%		100%

The Department of Aging and Adult Services (DAAS) requests authorization to modify the existing grant agreement with the Southwest Community Corporation (Southwest) for the two-year period of July 1, 2016 to June 30, 2018, in the additional amount of \$150,000 plus a 10% contingency for a revised total amount not to exceed \$732,492. The purpose of this modification is to provide additional infrastructure funding for Southwest's community service program. Infrastructure support includes increases in staffing, supplies, and capital improvements.

Background

Southwest offers a wide array of activities and programming to enhance overall well-being of older adults and adults with disabilities. Not only do its community services provide a positive avenue to create new friendships and social networks, they also enriches the lives of participants by addressing their physical, social, psychological, economic, educational, recreational, and creative needs.

①

The center serves diverse communities within the Oceanview, Merced Heights, and Ingleside neighborhoods, often as the entry point for those in need of additional services. These services are provided in the agency's IT Bookman Community Center as well as in the community.

This grant enhancement to Southwest is intended to augment the City's support to the agency and ensure it remains viable service provider in those communities.

Specifically, through this grant modification, Southwest will hire additional staff including a Community Program Director to further build and oversee its senior programming and a Program Assistant to support senior social services. Moreover, the funds will be used to invite teachers and instructors, to purchase activity supplies, and to support its popular monthly community luncheons.

Services to be Provided

Southwest provides a host of services to older adults and those living with disabilities. The DAAS funded portion of its programming has four components. These are 1) Activity Scheduling and Coordination, 2) Translation, 3) Social Service, and 4) Enhanced Community Outreach.

The four Community Services components are defined as follows:

- 1) Activity Scheduling: Service units are captured by the number of scheduled activity hours sponsored by the center. 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: Service units are captured 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 for an individual in the form of literacy assistance. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations.
- 3) Social Services: Service units are captured by 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: Service units are captured by providing more formal outreach efforts and enhanced services to support the outreach efforts. 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 such as safety issues and transportation needs.

Selection

Grantee was competitively selected through NOFA #566 in October of 2013.

Funding

Funding for these grants is provided by the Federal, and City and County General funds as a result of the add-back budget process this fiscal year for FY 2016-17 and FY 2017-18.

ATTACHMENTS

Appendix A-1 – Services to be Provided

Appendix B-4 – Calculation of Charges

APPENDIX A-1 – SERVICES TO BE PROVIDED BY GRANTEE

Effective July 1, 2013 to June 30, 2018

**Southwest Community Corporation
Community Services**

I. Purpose

The purpose of this grant is to maintain or improve the wellbeing of older adults through the provision of a variety of services and activities at programming centers/senior centers.

II. Definitions

City	City and County of San Francisco, a municipal corporation
Controller	Controller of the City and County of San Francisco or designated agent
Grantee	Southwest Community Corporation
HSA	Human Services Agency of the City and County of San Francisco
OCM	Office of Contract Management, Human Services Agency
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
DAAS	Department of Aging and Adult Services
OOA	Office on the Aging
Adult with Disability	Person 18 years of age or older living with a disability
Older Adults	Person who is 60 years or older
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment
Frail	An older 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, breathing, 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.

Activity Scheduling	This is one of four service categories within Community Services. Service units are captured by the number of scheduled activity hours sponsored by the Activity/Senior 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.
Translation	This is one of four service categories within Community Services. Service units are captured 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.
Social Services/ Other	This is one of the four service categories within Community Services. Service units are captured by 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.
Enhanced Outreach	This is one of four service categories within Community Services. Service units are captured by providing more formal outreach efforts and enhanced services to support the outreach efforts. 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.
Unit of Service	Defined as one hour of service
Low Income	Having income at or below 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.
CARBON	Contracts Administration, Reporting and Billing On Line System
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.

III. Target Population

This grant will serve adults aged 60 and over and adults age 18-59 with disabilities who reside in the City and County of San Francisco with one or more of the following target priorities:

1. Low-income
2. Non or limited English speaking
3. Minority
4. Frail
5. Lesbian/Gay/Bisexual/Transgender

IV. Eligibility for Community Services

- Adults aged 60 and above
- Adults 18 years of age or older living with a disability

V. Location and Time of Services

The Southwest Community Corporation Community Services program is located at the IT Bookman Center, 446 Randolph St., San Francisco, CA 94132. The Center is open Monday through Friday from 10:00 a.m. to 2:00 p.m.

VI. Description of Services

Community Services consist of activities/services that focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. Such services are provided in the agency's community center and in the community.

There are four main categories of services: Activity Scheduling, Translation, Social Services/Other, and Enhanced Outreach. Services should be provided according to OOA Community Services Standards.

VII. Contractor Responsibilities

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual
- Provide physical activities that may increase the health of participants.
- Increase access to informational and educational presentations that enable individuals to maintain independent living.
- Provide activities to increase socialization opportunities for individuals.

VIII. Service Objectives

On an annual basis:

- Grantee will serve 125 unduplicated consumers older adults and younger adults with disabilities.
- Grantee will provide 1200 units of service* of scheduled activities at a center or venues approved by the Office on the Aging.
- Grantee will provide 50 units of service* of translation services.
- Grantee will provide 400 units of service* of social services.
- Grantee will provide 75 units of service* to provide Enhanced Outreach to the Ocean View, Merced Heights, and Ingleside Community with goal of increasing the number of unduplicated consumers by 5% in 2016-17 and 2017-18.

*Unit of service is defined as one hour

IX. Outcome Objectives

- At least 35% of unduplicated clients served in the course of the contract year will complete and return a consumer satisfaction survey.
- At least 85% of participants surveyed will indicate excellent or good in rating the quality of services they receive.
- At least 85% 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 one or more physical activities will report feeling more healthy due to participation.
- At least 80% of participants surveyed who participate in one or more informational/educational presentations will report they receive information to help them maintain independent living.
- At least 85% of participants surveyed report that center activities increase 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 into the CA Getcare -consumers' data in the 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 reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system regarding the following:
 - 1. Number of unduplicated consumers served during the month.
 - 2. Number of units of service of scheduled activities at an activity/senior center or venues approved by the Office on the Aging provided during the month.
 - 3. Number of units of translation services provided during the month.
 - 4. Number of units of social services provided during the month.
- D. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII & IX – Service and Outcome Objectives. 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 on an annual basis:
 - The percentage of participants surveyed that have indicated excellent or good in rating the quality of services they received.
 - The percentage of participants surveyed that have indicated they have received the services and/or activities they needed from the agency.
 - The percentage of participants surveyed that have participated in one or more physical activities, have reported feeling healthier due to participation.
 - The percentage of participants surveyed who have participated in one or more informational/educational presentations have reported they have received information to help them maintain independent living.
 - The percentage of participants surveyed reported that center activities have increased their socialization opportunities and interaction with others.



- 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 and shall be entered on line to this website link:
<https://sfhsa.hfa3.org/signin>
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year.
- H. Grantee shall develop and deliver ad hoc reports as requested by HSA.
- I. 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:

Linda Murley, Program Analyst
 DAAS, Office on the Aging
 P.O. Box 7988
 San Francisco, CA 94120
linda.murley@sfgov.org

Arata Goto, Contract Manager (GB15)
 Human Services Agency
 PO Box 7988
 San Francisco, CA 94120
arata.goto1@sfgov.org

XI. Monitoring Activities

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; program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, 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.

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 CONTRACT BUDGET SUMMARY

Contractor's Name
Southwest Community Corporation

Contract Term
7/1/13-6/30/18

(Check One) New Renewal Modification X
If modification, Effective Date of Mod: 7/1/16 No. of Mod: 3

Program: Community Services	Budget Reference Page No.(s)	Program Term	Original		Modification		Revised		Original		Modification		Revised		Total
			7/1/13-6/30/14	7/1/14-6/30/15	7/1/15-6/30/16	7/1/16-6/30/17	7/1/16-6/30/17	7/1/16-6/30/17	7/1/16-6/30/17	7/1/17-6/30/18	7/1/17-6/30/18	7/1/17-6/30/18	7/1/17-6/30/18	7/1/13-6/30/18	
Expenditures															
Salaries & Benefits			\$60,173	\$60,812	\$78,837	\$83,852	\$48,208	\$132,060	\$83,852	\$48,208	\$132,060	\$463,942			\$463,942
Operating Expense			\$21,283	\$21,780	\$27,673	\$28,899	\$17,811	\$46,710	\$28,899	\$23,907	\$52,806	\$170,252			\$170,252
Subtotal			\$81,456	\$82,592	\$106,510	\$112,751	\$66,019	\$178,770	\$112,751	\$72,115	\$184,866	\$634,194			\$634,194
Indirect Percentage (%)			4.00%	4.00%	4.00%	4.00%	4.00%	4.00%	4.00%	4.00%	4.00%	4.00%			4.00%
Indirect Cost (Line 16 X Line 17)			\$3,258	\$3,304	\$4,260	\$4,510	\$2,641	\$7,151	\$4,510	\$2,885	\$7,395	\$25,368			\$25,368
Capital Expenditure			\$0	\$0	\$0	\$0	\$6,340	\$6,340	\$0	\$0	\$0	\$6,340			\$6,340
Total Expenditures			\$84,714	\$85,896	\$110,770	\$117,261	\$75,000	\$192,261	\$117,261	\$75,000	\$192,261	\$665,902			\$665,902
HSA Revenues															
General Fund			\$74,548	\$75,588	\$97,478	\$103,190	\$66,000	\$169,190	\$103,190	\$66,000	\$169,190	\$585,994			\$585,994
CFDA 93.778 Medical Assistance Program			\$10,166	\$10,308	\$13,292	\$14,071	\$9,000	\$23,071	\$14,071	\$9,000	\$23,071	\$79,908			\$79,908
TOTAL HSA REVENUES															
			\$84,714	\$85,896	\$110,770	\$117,261	\$75,000	\$192,261	\$117,261	\$75,000	\$192,261	\$665,902			\$665,902
Other Revenues															
Total Revenues															
			\$84,714	\$85,896	\$110,770	\$117,261	\$75,000	\$192,261	\$117,261	\$75,000	\$192,261	\$665,902			\$665,902
Full Time Equivalent (FTE)															

Prepared by: Kristin Rosboro

HSA-OO Review Signature: _____

HSA #1 _____

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Salaries & Benefits Detail

POSITION TITLE	Agency Totals		For HSA Program		Budgeted Salary	Budgeted Salary	Budgeted Salary	Original Budgeted Salary	Modification Budgeted Salary	Revised Budgeted Salary	Original Budgeted Salary	Modification Budgeted Salary	Revised Budgeted Salary	TOTAL Budgeted Salary
	Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE										
Senior Program Manager	\$37,440	75%	100%	75%	\$32,572	\$29,000	\$25,740	\$27,999	\$1	\$28,000	\$27,999	\$1	\$28,000	\$143,312
Program Assistant	\$31,200	60%	100%	60%			\$16,224	\$18,000	\$720	\$18,720	\$18,000	\$720	\$18,720	\$53,664
Community Program Director	\$41,600	90%	85%	85%					\$35,360	\$35,360		\$35,360	\$35,360	\$70,720
Executive Director	\$47,476	100%	80%	80%	\$23,693	\$28,333	\$31,833	\$32,333	\$5,647	\$37,980	\$32,333	\$5,647	\$37,980	\$159,819
TOTALS	\$157,716	3.25	3.65	3.00	\$56,265	\$57,333	\$73,797	\$78,332	\$41,728	\$120,060	\$78,332	\$41,728	\$120,060	\$427,515
FRINGE BENEFIT RATE	10.00%													
EMPLOYEE FRINGE BENEFITS	\$15,764				\$3,908	\$3,479	\$5,040	\$5,520	\$6,480	\$12,000	\$5,520	\$6,480	\$12,000	\$36,427
TOTAL SALARIES & BENEFITS	\$173,480				\$60,173	\$60,812	\$78,837	\$83,852	\$48,208	\$132,060	\$83,852	\$48,208	\$132,060	\$463,942

Operating Expense Detail

Expenditure Category	TERM 7/1/13-6/30/14		7/1/14-6/30/15		7/1/15-6/30/16		7/1/16-6/30/17		7/1/16-6/30/17		7/1/16-6/30/17		7/1/16-6/30/17		7/1/16-6/30/17		7/1/17-6/30/18		7/1/17-6/30/18		TOTAL 7/1/13-6/30/16
	Original	Modification	Original	Modification	Original	Modification	Original	Modification	Original	Modification	Original	Modification	Original	Modification	Original	Modification	Original	Modification			
Rental of Property																					
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$15,648		\$13,330		\$13,184		\$13,184		\$316		\$13,500		\$13,184		\$316		\$13,500		\$69,162		
Office Supplies, Postage	\$1,950		\$1,950		\$3,000		\$3,146		\$854		\$4,000		\$3,146		\$854		\$4,000		\$14,900		
Building Maintenance Supplies and Repair	\$100				\$6,069		\$6,069		\$31		\$6,100		\$6,069		\$431		\$6,500		\$18,769		
Printing/Reproduction					\$1,420		\$1,000		\$500		\$1,500		\$1,000		\$500		\$1,500		\$4,420		
Insurance	\$3,085		\$5,500		\$4,000		\$5,500		\$0		\$5,500		\$5,500		\$0		\$5,500		\$23,585		
Staff Training																					
Staff Travel-(Local & Out of Town)																					
Rental of Equipment																					
Accounting Services																					
Consultant																					
Senior Luncheons																					
Activity Instruction + Supplies									\$5,000		\$5,000		\$7,806		\$7,806		\$7,806		\$7,806		
									\$11,110		\$11,110		\$14,000		\$14,000		\$14,000		\$14,000		
OTHER																					
Fund Dev/Web/Social Media	\$500		\$1,000																\$1,500		
TOTAL OPERATING EXPENSE	\$21,283		\$21,780		\$27,673		\$28,899		\$17,811		\$46,710		\$28,899		\$23,907		\$52,806		\$170,252		

HSA #3



Capital Expenditure Detail
 (Equipment and Remodeling Cost)

EQUIPMENT No.	ITEM/DESCRIPTION	TERM	Revised					TOTAL 7/1/13-6/30/18
			7/1/13-6/30/14	7/1/14-6/30/15	7/1/15-6/30/16	7/1/16-6/30/17	7/1/17-6/30/18	
	Commercial Range, Kitchen					\$4,000		\$4,000
	Stainless steel working table, Kitchen					\$500		\$500
	Commercial Oven, Kitchen					\$1,840		\$1,840
TOTAL EQUIPMENT COST						\$6,340		\$6,340

REMODELING

Description:

	Revised					TOTAL 7/1/13-6/30/18
	7/1/13-6/30/14	7/1/14-6/30/15	7/1/15-6/30/16	7/1/16-6/30/17	7/1/17-6/30/18	
TOTAL REMODELING COST						
TOTAL CAPITAL EXPENDITURE (Equipment and Remodeling Cost)					\$6,340	\$6,340

HSA #4



