



Edwin M. Lee, Mayor

Department of Human Services  
Department of Aging and Adult Services

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 *JA*

DATE: JULY 5, 2017

SUBJECT: GRANT RENEWAL: **SHANTI PROJECT** (NON-PROFIT) FOR PROVISION OF ANIMAL BONDING SERVICES FOR LESBIAN, GAY, BISEXUAL, AND TRANSGENDER (LGBT) SENIORS AND ADULTS WITH DISABILITIES

GRANT TERM:	<u>Current</u> 9/1/2016- 6/30/2017	<u>Renewal</u> 7/1/2017- 6/30/2018	<u>Contingency</u>	<u>Total</u>
GRANT AMOUNT:	\$275,000	\$200,000	\$20,000	\$220,000
FUNDING SOURCE	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u> <u>Total</u>
FUNDING:	\$200,000			\$20,000   \$220,000
PERCENTAGE:	100%			100%

The Department of Aging & Adult Services (DAAS) requests authorization to renew a grant agreement with Shanti Project for the time period beginning July 1, 2017 and ending June 30, 2018, in the amount of \$200,000 plus a 10% contingency for a total not to exceed amount of \$220,000. The purpose of this grant is to provide Animal Bonding Services to Lesbian, Gay, Bisexual, and Transgender (LGBT) Seniors and Adults with Disabilities (AWD).

**Background**

The San Francisco LGBT Aging Policy Task Force was convened in 2012 by the Board of Supervisors to evaluate the needs of LGBT seniors, to assess the capacity of the current support system to meet those needs, and to make recommendations to address any unmet needs. Findings from the Task Force report indicate that LGBT older adults, when compared to those who identify with the heterosexual population, live with higher rates of physical disabilities, are more likely to live alone, and have lower levels of social support and companionship. These factors lead to significantly higher rates of social isolation, depression, anxiety, and suicidal ideation.

The Task Force reviewed services available in San Francisco which address these issues and found such services to be lacking. The Task Force specifically recommended a program design which utilizes care navigation and peer volunteer support models of service delivery which have had a history of success.

In response to the Task Force recommendations, new programming designed to address social isolation in the LGBT senior and adult with disability community was introduced in fiscal year 2016/2017. After a successful start to this program, DAAS seeks to continue this work with a renewal of the Animal Bonding program contract for fiscal year 2017-2018.

### **Services to be Provided**

Grantee utilizes a service delivery model similar to that of their social isolation prevention program. The program is based on care navigation and peer support volunteers for delivery of animal companion support services and resources.

Care Navigators serve as the main points of contact for clients, and provide services which include intake, follow up, ongoing assessment and care coordination, information and referral, and drop-in facilitation. Care Navigators also help with the development and utilization of peer support volunteers.

Peer Support Volunteers provide outreach and supportive services for isolated, underserved LGBT seniors and adults with disabilities who need pet support services. Use of a peer support network provides a contact-promoting framework for a target population that may be reluctant to seek support services for themselves or their animal companions due to a history of discrimination and marginalization.

Both staff and volunteers work to connect clients and their pets to the pet food bank, pet health and maintenance services, help with walks and exercise for pets, and other assistance as needed. For more specific information regarding the services to be provided, please refer to the attached Appendix A.

### **Grantee Performance**

Grantee was found to be compliant with Citywide Fiscal and Compliance Monitoring standards for the fiscal year 2016-2017. Program Monitoring took place in May 2017 and Grantee was found to be compliant with contract deliverables for the fiscal year 2016-2017 as well.

### **Grantee Selection**

Grantee was selected through RFP (Request for Proposals) #701, which was issued in May 2016.

### **Funding**

This grant will be funded entirely through City and County funds.

### **Attachments**

Appendix A - Scope of Services

Appendix B - Calculation of Charges

**APPENDIX A: SERVICES TO BE PROVIDED**  
**Shanti Project / Pets Are Wonderful Support (PAWS)**  
**Animal Bonding Services for Isolated LGBT Seniors and Adults with Disabilities**  
**July 1, 2017 to June 30, 2018**

**I. Purpose**

The purpose of this grant is to provide animal bonding services to isolated LGBT Seniors and Adults with Disabilities. Pets are a powerful source of companionship and support for their pet owners, but can easily become a liability to low-income and frail individuals. Sustaining the human-animal bond can be critical to the health and well-being of those individuals. This grant seeks to address these issues through care navigation, peer support, and pet care resources.

**II. Definitions**

Adult with Disability (AWD)	Person 18 years of age or older living with a disability.
Care Navigation	Includes the following: intake, follow up, on-going assessment, information and referral, on-going care coordination, matching and support of client-volunteer peer support matches, facilitation of peer support volunteer trainings, facilitation of drop-in services, support group facilitation, peer-based psychosocial support (including practical assistance and emotional support).
DAAS	Department of Aging and Adult Services
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.
Grantee	Shanti Project / Pets Are Wonderful Support (“PAWS”)
HSA	Human Services Agency
Isolation	For the purpose of this program, isolation is defined as combination of 2 or more of the following factors: self-reported feelings of isolation, mild to moderate depression, lack of natural or reliable supports, chronic

illness or conditions, need for emotional and practical support, lack of engagement with available community-based, natural or social supports, and other additional factors that indicate 1:1 in home and wraparound support would be beneficial

LGBT	Lesbian, Gay, Bisexual, Transgender
OOA	Office on the Aging
Peer Support	Includes the use of paid staff, student-interns, and peer support volunteers. Peer support services include emotional and practical support via regular interactions with clients such as social visits, accompaniment to appointments or events, and other assistance.
Senior	Person who is over 60 years old
SOGI	Sexual Orientation and Gender Identity, a result of Ordinance No. 159-16 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 (Chapter 104, Sections 104.1 through 104.9.)

### **III. Target Population**

Isolated LGBT seniors and adults with disabilities, with pets, who are residents of San Francisco.

Services must also 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

### **IV. Description of Services / Units of Service**

In recognition of the strong support a pet can provide for an isolated individual, this program seeks to blend the following proven models of service to both address the social, emotional, practical, and behavioral health needs of isolated LGBT Seniors and to provide support to their animal companions.

A. Care Navigation: Care Navigators serve as the main point of contact for clients, and provide services which include but are not limited to intake, follow up, ongoing assessment and care coordination, information and referral, and drop-in facilitation. Care Navigators will also help with the development and utilization of peer support volunteers who, in turn, help support clients participating in the program. Care Navigators will match peer support volunteers with clients and assist with facilitation and dedication of pet care services and resources, peer support volunteer trainings, and peer-based psychosocial support.

Care Navigator qualifications are based on expertise in providing harm reduction-based coordination, advocacy, and/or psychosocial support to at-risk communities, and therefore these positions are not required to have specific licensure or graduate-level training. Care Navigators are evaluated for experience and competence in serving severe need populations and targeted communities.

B. Peer Support: Peer Support Volunteers provide outreach and supportive services for isolated, underserved LGBT seniors and adults with disabilities who need pet support services. Use of a peer support network provides an innovative service delivery framework for a target population that may be reluctant to seek support services for themselves or their animal companions due to a history of discrimination and marginalization.

Grantee will develop an assessment and training program for Peer Volunteers prior to matching them to clients. Peer Volunteers must be able to meet the expectations of the program. Training should be comprehensive; suggested topics could include animal care basics, cultural competency, boundaries, Aging 101, the grieving process, suicide ideation, clinical issues (including cognitive impairment), psychosocial issues, harm reduction models, and the peer counseling/support model.

Through intake and assessment, Grantee will determine pet care resources that best fit each client's needs. Current available care options, which are largely leveraged by Shanti from other financial resources, include but are not limited to the following:

- **Pet Food Bank**: Clients are entitled to one visit every 4 weeks. Homebound clients can register for the food delivery program. Prescription food is also available with a vet prescription.
- **Annual Wellness Exam**: Each registered pet may receive one free exam and a set of vaccinations each year at Pets Unlimited. Clients may also qualify for financial assistance with veterinary services, emergency pet services, and diagnostics like x-rays or biopsies.
- **Supportive Pet Care Services**: dog walking (regular exercise for pets whose guardians are homebound); in-home cat care (litterbox maintenance or feeding); transportation (to and from veterinary appointments); emergency foster care (during client emergencies, such as client hospitalization or loss of housing).

In delivery of the above program model, the following units of service will be used to help measure program performance:

- 1) Unduplicated Consumers. Grantee will provide services to consumers which consist of the target population.

UNIT: One unduplicated consumer.

- 2) Care Navigation. Grantee will provide Care Navigation services, consisting of: intake, follow up, on-going assessment, information and referral, on-going care coordination, matching and support of client-volunteer peer support matches, coordinating pet-focused volunteers to assist with the needs of clients' pets, facilitation of peer support volunteer trainings, facilitation of drop-in services, support group facilitation, peer-based psychosocial support (including practical assistance and emotional support).

UNIT: One hour of Care Navigation services.

- 3) Volunteer Recruitment and Development. The service model includes volunteers that are trained and then assigned to work with clients and their pets. Conduct outreach to draw volunteers who will then undergo formal training and will make a specified minimum time commitment to the program.

UNIT: One volunteer.

- 4) Peer Support. Grantee will provide peer support through the use of paid staff, student-interns, and peer support volunteers. Peer support services include social, emotional, and practical support via regular interactions with clients; and assistance with pets such as walking/exercise, maintenance, administration of medications, and emergency foster care.

UNIT: One hour of Peer Support to consumers.

## V. Location and Time of Services

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

## VI. Service Objectives

**For the period July 1, 2017 – June 30, 2018, Grantee will:**

- Provide program services for at least **100** unduplicated consumers.
- Provide at least **700** hours of Care Navigation to consumers.
- Provide Volunteer Recruitment and Development services to at least **25** volunteers.
- Provide at least **2200** Peer Support hours to consumers, delivered by trained peer support volunteers.

- At least **thirty-five percent** (35%) of consumers will respond to an annual consumer satisfaction survey.
- At least **fifty percent** (50%) of peer support volunteers will respond to an annual consumer satisfaction survey.

## VII. Outcome Objectives

- At least **seventy percent** (70%) of consumers responding to an annual consumer satisfaction survey will report that participation in this program allowed them to keep their animal.
- At least **seventy percent** (70%) of consumers responding to an annual consumer satisfaction survey will indicate that participation in this program helped improve their health and/or well-being.
- At least **seventy percent** (70%) of peer support volunteers responding to an annual consumer satisfaction survey report that their training was comprehensive and helpful to their program role.
- At least **seventy percent** (70%) of consumers will experience reduced isolation or prevention of isolation by their engagement in care navigation, volunteer peer support activities, and animal support services.

## VIII. Reporting Requirements

- A. Grantee will enter into CA-GetCare the consumer data including the Intake Form by the 5<sup>th</sup> working day of the month for the preceding month's services.
- B. Grantee will enter into CA-GetCare all the units of service in the Service Recording Tool by the 5th working day of the month for the preceding month.
- C. Monthly reports must be entered into the Contracts Administration, Billing and Reporting Online (CARBON) system for each unit of service delivered during the reporting period for each service listed in Section VI.
- D. 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 of the following fiscal year. This report must be submitted to the CARBON system.
- E. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules. For specific compliance requirements, please refer to Appendices within the Grant Agreement.
- F. 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.

- G. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by HSA. The due date for submitting the annual summary report is July 10th.
- I. Grantee shall develop and deliver ad hoc reports as requested by HSA.
- J. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- K. For assistance with reporting requirements or submission of reports, please contact:

Tahir Shaik, Contract Manager  
 Human Services Agency  
 P.O. Box 7988  
 San Francisco, CA 94120-7988  
 E-mail: [tahir.shaikh@sfgov.org](mailto:tahir.shaikh@sfgov.org)

Rick Appleby, Program Analyst  
 Office on the Aging  
 1650 Mission Street, 5th Floor  
 San Francisco, CA 94103  
 Email: [rick.appleby@sfgov.org](mailto:rick.appleby@sfgov.org)

**IX. 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; 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; board of director list; and whether services are provided appropriately according to Sections IV, 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.



	A	B	C	D
1	Appendix B, Page 1			
2	Document Date: 6/14/2017			
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>			
4	<b>BY PROGRAM</b>			
5	Name			
6	Shanti Project			
7	(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Animal Bonding Services for LGBT Seniors and Adults with Disabilities			
10	Budget Reference Page No.(s)			Total
11	Program Term	7/1/17-06/30/18		7/1/17-6/30/18
12	<b>Expenditures</b>			
13	Salaries & Benefits	\$169,081		\$169,081
14	Operating Expense	\$14,405		\$14,405
15	<b>Subtotal</b>	<b>\$183,486</b>		<b>\$183,486</b>
16	Indirect Percentage (%)	9%		9%
17	Indirect Cost (Line 16 X Line 15)	\$16,514		\$16,514
18	Capital Expenditure	\$0		\$0
19	Total Expenditures	\$200,000		\$200,000
20	<b>HSA Revenues</b>			
21	General Fund	\$200,000		\$200,000
22				
23				
24				
25				
26				
27				
28				
29	<b>TOTAL HSA REVENUES</b>	<b>\$200,000</b>		<b>\$200,000</b>
30	<b>Other Revenues</b>			
31				
32				
33				
34				
35				
36	Total Revenues	\$200,000		\$200,000
37	Full Time Equivalent (FTE)	2.78		
38				
39	Prepared by: Mathew Hiraoka	Telephone No.:	Date 06/14/2017	
40	HSA-CO Review Signature: _____			
41	HSA #1			

	A	B	C	D	E	F	G	H
1								Appendix B, Page 2
2								Document Date: 6/14/2017
3								
4	Program Name: Animal Bonding Services for LGBT Seniors and Adults with Disabilities							
5	(Same as Line 9 on HSA #1)							
6								
7	<b>Salaries &amp; Benefits Detail</b>							
8								
9								
10								
11								
		Agency Totals		For HSA Program		7/1/17-06/30/18	7/1/17-6/30/18	
		Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE	For DHS Program Budgeted Salary	For DHS Program Budgeted Salary	TOTAL
12	POSITION TITLE							
13	Care Navigator	\$43,992	100%	50%	50%	\$21,996		\$21,996
14	Care Navigator	\$43,992	100%	100%	100%	\$43,992		\$43,992
15	Food Bank & Facilities Manager	\$60,000	100%	45%	45%	\$27,000		\$27,000
16	Volunteer Services Coordinator	\$44,990	100%	47%	47%	\$21,145		\$21,145
17	Program Director	\$77,645	100%	36%	36%	\$27,952		\$27,952
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28	TOTALS	\$270,619	5.00	2.78	2.78	\$142,085		\$142,085
29								
30	FRINGE BENEFIT RATE	19%						
31	EMPLOYEE FRINGE BENEFITS	\$51,418				\$26,996		\$26,996
32								
33								
34	TOTAL SALARIES & BENEFITS	\$322,037				\$169,081		\$169,081
35	HSA #2							



**AGENCY:** Shanti Project / PAWS  
**CONTRACT MAILING ADDRESS:** 730 Polk Street, San Francisco, CA 94109  
**DIRECTOR:** kaushik Roy, Executive Director

SITES: Name of Site (Community Services) Address and Zip	Shanti Project	PAWS	Curry Senior Center	Total / ALL Sites
730 Polk Street, San Francisco, CA 94109	3170 23rd Street, San Francisco, CA 94110	333 Turk Street, San Francisco, CA 94102		X
Phone Number 415.674.7440	415.674.4770	(415) 885-2274		
Fax Number 415.674.0373	415.979.9269	(415) 673-0349		
Neighborhood Tenderloin	Mission	Tenderloin		
Bus Line # 5, 19, 31, 47, 49, 19, Civic Center BART	14, 49, 24th St BART	5, 19, 31, 47, 49, 19, K/L/M, Civic Center BART		
Person in Charge: Site Manager/Coordinator Joanne Kipnis	Kaushik Roy Joanne Kipnis	David Krongo Toby Shorts		
Programs Offered at Site Isolation Prevention, HIV Services (Individual & Group services), Senior HIV Services, Drop-In Services, Social Integration Activities, Women's Cancer Services, Women's Cancer Wellness services, Shanti Model Volunteer Training, LIFE facilitator training	Isolation Prevention, Animal Bonding, Shanti/PAWS Model volunteer training	Iso Prevention Supportive Programming, Community Services, Case Management, Cong. Meal, Medical Clinic		
Days Open X Mon X Tues X Wed X Thurs X Fri X Sat Sun	X Mon X Tues X Wed X Thurs X Fri X Sat Sun	X Mon X Tues X Wed X Thurs X Fri X Sat Sun		
Hours Open 10am - 6pm	10am - 6pm	8:00 am - 5:00 pm		
Program Hours 10am - 6pm	10am - 6pm	M - F 10:00 am - 4:00 pm		
Days Closed (list holidays closed)	Independence Day	Labor Day Memorial Day	President's Day Thanksgiving Day & Friday	Christmas Eve Day New Years Day
ADA Accessible	X Yes ___ No	X Yes ___ No	X Yes ___ No	MLK Day CC Day