



Edwin M. Lee, Mayor

Trent Rhorer, Executive Director

MEMORANDUM

TO: AGING and ADULT SERVICES COMMISSION

THROUGH: SHIRLEEN MCSPADDEN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR  
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS & FACILITIES *JW*

DATE: JUNE 23, 2017

SUBJECT: GRANT RENEWAL: **NEXT VILLAGE SAN FRANCISCO** (NON-PROFIT)  
FOR AGING AND DISABILITY FRIENDLY COMMUNITY (ADFC)  
PROJECTS

GRANT TERM:	<u>Current</u> 7/1/15- 6/30/17	<u>Renewal</u> 7/1/17 - 6/30/18	<u>Contingency</u>	<u>Total</u>
TOTAL AMOUNT:	\$257,500	\$100,000	\$10,000	\$110,000
ANNUAL AMOUNT:	<u>FY15/16</u> \$102,500	<u>FY16/17</u> \$155,000	<u>FY17/18</u> \$100,000	
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>
FUNDING:	\$100,000			\$10,000
PERCENTAGE:	100%			100%

The Department of Aging and Adult Services requests authorization to renew the grant with Next Village San Francisco for the time period beginning July 1, 2017 and ending on June 30, 2018, in the amount of \$100,000 plus a 10% contingency for a total amount not to exceed \$110,000. The purpose of the grant is to further promote awareness of and continue services within the pilot project of the Senior Village model.

**Background**

The Senior Village is a rapidly growing model of senior services programming that promotes independent living and aging in community. The Village model is a membership organization through which paid staff and a volunteer cadre coordinate a wide array of services, educational presentations and socialization activities for its members.

The Village model is part of the larger category of “Age and Disability Friendly Community” (ADFC) programs which endeavor to take new approaches in delivering services to seniors and younger adults

living with disabilities by developing networks and services in the communities in which these individuals reside.

### **Services to be Provided**

In addition to the wide range of services the Senior Village model offers to its members, (i.e., transportation, home maintenance, in-home support services, information and assistance, health and wellness activities, etc.) grantees will also provide the following categories of service:

- 1) Membership Growth. As a membership driven program, increasing and diversifying the client base are paramount objectives. Accordingly, Grantee will enhance its outreach and expand village model membership via efforts focused toward the target population; specifically, this will include making presentations in public forums, such as neighborhood associations and other venues, where Grantee's invitational message can reach interested parties.
- 2) Volunteer Recruitment and Development. The village model relies heavily on the volunteers that take the time to become trained and are assigned to work with specific village members.
- 3) Outreach Activities. Outreach activities will serve a dual purpose: 1) to increase membership in NEXT Village and 2) to educate older adults about issues on aging and accessing city support services. There is an apparent lack of knowledge within some sectors of the aging and disability communities regarding available city support services and therefore this impedes access for otherwise eligible consumers. Many of the DAAS/OOA services are *not* means tested and many consumers do not realize that there are services available to them. Grantee will conduct outreach to those sectors in the community to help close the gap between what services are available and the population under-utilizing the services.
- 4) Member Diversity. To broaden the economic diversity of the Village membership, grantee will establish a method and means to provide subsidized memberships to low-income senior residents of San Francisco.

### **Performance**

Program Monitoring for NEXT Village was conducted in March 2017. There were no significant findings.

### **Selection**

Grantee was selected through Informal Bid #532 (Villages), which was competitively bid in November 2012. Program expansion was also funded through NOFA #566, which was issued in September 2013. Funding was

### **Funding**

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

### **ATTACHMENTS**

Appendix A – Services to be Provided

Appendix B – Program Budget

## APPENDIX A – SCOPE OF SERVICES

### NEXT VILLAGE SAN FRANCISCO VILLAGE MODEL (ADFC)

July 1, 2017 to June 30, 2018

#### I. Purpose

The purpose of this grant is to continue the success of the pilot project of the aging in place model known as the Senior Village. The Senior Village is a rapidly growing model of senior services programming that promotes independent living. The model is a membership organization through which paid staff and a volunteer cadre coordinates a wide array of services and socialization activities for senior members.

The Village model is part of the larger category of “Age and Disability Friendly Community” (ADFC) programs which endeavor to take new approaches in delivering services to seniors and younger adults with disabilities by developing networks and services in the communities in which the clients reside.

#### II. Definitions

Age and Disability  
Friendly Community  
 (“ADFC”)

ADFC are programs which take new approaches to delivery of services and creation of social connections within the communities they serve. Whereas ‘traditional’ Community Services are centered on a specific Activity / Senior Center, ADFC Projects utilize paid and volunteer staff to establish a network among the clients they serve while coordinating a wide array of services, activities, and opportunities for socialization and community involvement.

DAAS

Department of Aging and Adult Services

Grantee

NEXT Village San Francisco

HSA

Human Services Agency of the City and County of San Francisco

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 to others.

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.)
OOA	Office on the Aging
Senior	Person who is 60 years or older.
Village Model	The Village is a rapidly growing model of senior services programming that promotes independent living. The Village model does not use a physical location and is a membership organization through which paid staff and a volunteer cadre coordinates a wide array of services and socialization activities for senior members.

**III. Target Population**

The program aims to target individuals 60 years of age or older. The Village model has traditionally targeted a more middle-income population realizing that this population is less likely to seek services for several different reasons. Although there is a membership fee to belong to the village model, efforts are made to provide subsidies to seniors facing economic hardship.

**IV. Eligibility for Villages Membership**

- 1) A resident of San Francisco
- 2) Aged 60 and above
- 3) 18 years of age or older and living with a disability

**V. Location and Time of Services**

Program services are provided at various times and locations throughout NEXT Village service area which is the Northeastern section of San Francisco.

**VI. Contractor Responsibilities / Units of Service and Definitions**

On an annual basis, the Grantee will provide the following services as part of the Village model:

- 1) Membership. Grantee will provide service to consumers which consist of the membership base.

UNIT: One unduplicated consumer.

140

- 2) Membership growth. As a membership based program it is incumbent to increase and diversify the membership base. Increase outreach and expand respective village model membership by doing specific outreach to the target population; making presentations at public forums, neighborhood associations, and other interested parties about the village model.

UNIT: One new individual member.

35

- 3) Volunteer Recruitment and Development. The village model relies heavily on the volunteers that take the time to become trained and assigned to work with specific village members.

UNIT: One volunteer.

75

- 4) Volunteer hours. One of the unique features of the Village model is the utilization of volunteers and the members themselves to provide services to the membership. Volunteer hours shall include: volunteer and member time spent providing Village services to members.

UNIT: One hour of service to Village members.

750

- 5) Outreach activities. Outreach activities will serve a dual purpose: 1) to increase membership in NEXT Village and 2) to educate older adults about issues on aging as well as accessing city support services.

There is an apparent lack of knowledge within some sectors of the aging and disability communities regarding available city support services and therefore this impedes access for otherwise eligible consumers. Many of the DAAS/OOA services are *not* means tested and many consumers do not realize that there are services available to them. Grantee will conduct outreach to those sectors in the community to help close the gap between what services are available and the population under-utilizing the services.

Hours of outreach activity will include planning with contracted communications professionals, preparation for presentations such as Power Point production, delivering presentations themselves, neighborhood organizing such as posting flyers in merchant windows and hosting of follow up gatherings. Contractor will keep a log of outreach activities.

UNIT: One hour of outreach activity.

100

- 6) Member Diversity. To broaden the economic diversity of the Village membership, grantee will establish a method and means to provide subsidized memberships to low-income senior residents of San Francisco.

UNIT: One Subsidized Membership

65

## VII. Service Objectives

On an annual basis, Grantee will:

- Provide Village model services for 140 unduplicated consumers during grant period.
- Expand Village membership by adding 35 new full-rate memberships.
- Provide Volunteer Recruitment for 75 volunteers.
- Provide 750 volunteer hours to Village members.
- Provide 100 hours of outreach activity.
- Provide 65 subsidized memberships to low-income seniors.

## VIII. Outcome Objectives

- At least 35% of Village members will respond to an annual consumer satisfaction survey administered according to HSA guidelines.
- At least 75% of participants surveyed will indicate excellent or good in rating the quality of services they receive.
- Demonstrate at least a 5% increase in diversity among the membership over the term of the 2 year grant. Diversity shall be defined as members identifying as a minority (defined above) or as lesbian, gay, bisexual, transgender (LGBT). This increase will be measured from membership demographics reported at the end of FY 14/15.

## XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, evidence that

program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all 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.

- 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 compliance.

## **IX. 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 VII of the Services to be Provided.
- 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 each grant 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 F & G to 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 ad hoc reports as requested by HSA.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. For assistance with reporting requirements or submission of reports, please contact:

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	A	B	C	D	E
1	Appendix B, Page 1				
2	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>				
3	<b>BY PROGRAM</b>				
4					
5	Name: NORTH EAST EXCHANGE TEAM SAN FRANCISCO			Term: July 1, 2017 - June 30, 2018	
6	(NEXT Village SF)				
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:				
10	Budget Reference Page No.(s)				
11	Program Term				Total
12	<b>Expenditures</b>				
13	Salaries & Benefits	\$90,909	\$0	\$0	\$90,909
14	Operating Expense	\$0	\$0	\$0	\$0
15	<b>Subtotal</b>	<b>\$90,909</b>	<b>\$0</b>	<b>\$0</b>	<b>\$90,909</b>
16	Indirect Percentage (%)	10%			\$0
17	Indirect Cost (Line 16 X Line 15)	\$9,091	\$0	\$0	\$9,091
18	Capital Expenditure	\$0	\$0	\$0	\$0
19	Total Expenditures	\$100,000	\$0	\$0	\$100,000
20	<b>HSA Revenues</b>				
21	General Fund				\$0
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$0			\$0
30	<b>Other Revenues</b>				
31					
32					
33					
34					
35					
36	Total Revenues	\$0			\$0
37	Full Time Equivalent (FTE)				
39	Prepared by:	Telephone No.:		Date	
40	HSA-CO Review Signature: _____				
41	HSA #1				10/25/2016



	A	B	C	D	E	F	G	H	I	J	K
1	Appendix B, Page										
2											
3											
4	Program Name:										
5	(Same as Line 9 on HSA #1)										
6											
7	<b>Operating Expense Detail</b>										
8											
9											
10											
11											
12	<u>Expenditure Category</u>			<u>TERM</u>	<u>2017-2018</u>		<u>1/0/00</u>		<u>1/0/00</u>		<u>TOTAL</u>
13	Rental of Property										\$ -
14	Utilities(Elec, Water, Gas, Phone, Scavenger)										\$ -
15	Office Supplies, Postage										\$ -
16	Building Maintenance Supplies and Repair										\$ -
17	Printing and Reproduction										\$ -
18	Insurance										\$ -
19	Staff Training										\$ -
20	Staff Travel-(Local & Out of Town)										\$ -
21	Rental of Equipment										\$ -
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
23											\$ -
24											\$ -
25											\$ -
26											\$ -
27											\$ -
28	OTHER										
29											
30											\$ -
31											\$ -
32											\$ -
33											\$ -
34											
35	TOTAL OPERATING EXPENSE				\$0		\$0		\$0		\$0
36											
37	HSA #3										10/25/2016

