



**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
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London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: KELLY DEARMAN, EXECUTIVE DIRECTOR

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

DATE: NOVEMBER 3, 2021

SUBJECT: NEW GRANT: **VISITACION VALLEY
NEIGHBORHOOD ASSOCIATION(NON-PROFIT)**
TO PROVIDE COMMUNITY SERVICES AT 66
RAYMOND AVENUE

GRANT TERM: 11/1/2021-6/30/2023

GRANT AMOUNT:

	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$45,000	\$4,500	\$49,500

ANNUAL AMOUNT:

	<u>FY21/22</u>	<u>FY22/23</u>
	\$30,000	\$15,000

Funding Source

	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$45,000			\$4,500	\$49,500
PERCENTAGE:	100%			100%	

DS
EE

The Department of Disability and Aging Services (DAS) requests authorization to enter into a new grant with Visitacion Valley Neighborhood Association for the period of November 1, 2021 to June 30, 2023, in an amount of \$45,000, plus a 10% contingency for a total amount not to exceed \$49,500. The purpose of the grant is to provide community services at 66 Raymond Avenue.

Background

Community connection and engagement is critical to the health, functioning, and increased quality of life for older adults and adults with disabilities in San Francisco. DAS funds Community Centers located throughout San

Francisco to provide community services programming intended to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities.

Community services program and activity offerings at DAS funded Community Centers are designed to engage with the community around them while enhancing the cultural, educational, mental, and physical well-being of participants.

Services to be Provided

Visitacion Valley Neighborhood Association will operate a Community Center space at 66 Raymond Avenue designed to engage with the surrounding community and be welcoming and accessible for older adults and adults with disabilities. Visitacion Valley Neighborhood Association will offer a variety of activities and events designed to enhance the lives of older adults and adults with disabilities living in District 10 and the Visitacion Valley. Offerings will include dance, singing, art, and exercise classes and will consider the physical, social, psychological, educational, recreational, and/or creative needs of participants. Classes will be offered on a weekly basis, Monday through Sunday, between 9am-6pm. While the Community Center will serve as a hub for operations, services may take place in the community, virtually over the internet, and through other effective means of communication and connection.

Selection

Grantee was selected through Informal Bid (IB) # 951 which was competitively bid in July 2021.

Funding

Funding for this grant is provided through County General Funds.

ATTACHMENTS

Appendix A – Scope of Services

Appendix B – Budget

Site Chart

APPENDIX A– SERVICES TO BE PROVIDED

Visitacion Valley Neighborhood Association

COMMUNITY SERVICES

November 1, 2021 to June 30, 2023

I. Purpose

The purpose of this grant is to provide community services programming for older adults and adults with disabilities in the City and County of San Francisco through site based Community Centers. The programming will maintain or improve the well-being of older adults and adults with disabilities by providing activities and services designed to support individuals to live independently in their own homes and communities, reduce social isolation, and serve as an access point for other home and community-based services.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
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.
DAS	Department of Disability and Aging Services
Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result 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, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment. Source: California Code of Regulations Title 22, Sec. 7630

Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others. Source: California Code of Regulations Title 22, Sec. 7119
Grantee	Visitacion Valley Neighborhood Association
LGBTQ+	An acronym/term used to refer to persons who self-identify as non - heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income	Having income at or below 300% of the federal poverty line defined by the 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.
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 Regulations Title 22, Sec. 7130.
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.

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>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	An individual who participates in community services and the grantee reflects consumer participation in CA-GetCare through enrollment.

III. Target Population

The target population is older adults and adults with disabilities living in the City and County of San Francisco with the greatest economic and social need and with particular attention to the following individuals:

1. Low-income
2. Limited or no English speaking proficiency
3. Minority populations
4. Frail
5. LGBTQ+

IV. Eligibility for 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

The grantee will provide community services programming in the City and County of San Francisco. The details of the sites and operation hours are located in the site chart.

VI. Description of Services and Program Requirements

1. Grantee will provide community services programming for older adults and adults with disabilities. Community services programming shall consist of activities and services that focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older adults and adults with disabilities. Activities and services may be provided in the grantee's Community Center, in the community, via telephone, virtually over the internet, and through other effective means of communication and connection. There are four categories of community services programming:
 - i. Activity Scheduling: 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, provides opportunities for connection with other participants, and that help participants maintain or enhance their level of functioning.

- ii. Translation: Translation assistance provided to consumers that cannot speak/read English. Translation may also include the use of American Sign Language, braille, or teleprompting. Services may include translation for an individual, such as translation of forms, letters, applications, or phone calls, and may also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements or presentations.
- iii. Social Services: The provision of one-to-one assistance to individuals that enables 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.
- iv. Enhanced Outreach: While there is an expectation that Community Centers will do outreach within their existing budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. 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. Enhanced outreach efforts must receive prior review and approval from DAS OCP before commencing.

Enhanced outreach efforts under this specific grant:

Enhanced outreach efforts will not be provided under this specific grant.

- 2. Grantee will ensure that service offerings in the four categories of community services are designed to:
 - i. Provide quality services that attain a high satisfaction level from participants.
 - ii. Provide services that meet the needs of individual participants.
 - iii. Provide physical activities that may improve the health of participants.
 - iv. Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
 - v. Provide activities to increase socialization opportunities for individual consumers.
- 3. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
- 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee. At minimum, the consumer response rate shall be at least 35% of the annual unduplicated consumers.
- 5. Grantee will ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards.
- 6. Grantee will ensure that units of service provided are tracked and distinguishable.

7. Grantee will attend in-service trainings and meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers as needed.
8. Grantee shall follow guidance or instructions from the Centers for Disease Control and Prevention (CDC), California Department of Public Health (CDPH), and local health departments related to the provision of services in the community. If there are contradictory requirements between the most current CDC, CDPH, and local health department guidance or health orders, providers should follow the strictest requirements. The grantee shall follow the requirements with the intent to maximize the health and safety of their staff and clients receiving services.

VII. Service Objectives

Grantee will enroll at minimum the number of unduplicated consumers and provide the units of service detailed in Table A below:

Table A- Community Services	11/1/21-06/30/22	FY22/23
Unduplicated Consumers (UDC)	72	36
Activity Scheduling	988	741
Translation Services	0	0
Social Services	0	0
Enhanced Outreach	0	0
One (1) unit of service = one (1) hour of service provision		

VIII. Outcome Objectives

Community Services

1. Consumers receive the services and/or activities they need from the agency. Target: 80%
2. Consumers who participate in physical activity programming report a positive impact on their health. Target: 80%
3. Consumers who received social services or translation assistance, or participated in an educational program, report the services helped to improve their lives. Target: 80%
4. Consumers report an increase in their socialization opportunities and interaction with others. Target: 80%

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using the DAS OCP approved intake form, into the CA-GetCare database in accordance to DAS OCP policy memorandum.
2. 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.
3. Grantee will enter monthly reports and metrics into the CARBON database system by

the 15th of the following month that includes the following information:

- Number of unduplicated consumers served
 - Number and type of service units provided
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 will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
 6. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
 7. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
 8. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
 9. 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 10th (June-December data) and July 10th (January-June data).
 10. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
 11. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and the California Department of Aging (CDA) Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
 12. 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.
 13. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.
 14. For assistance with reporting and contract requirements, please contact:

Lauren McCasland
Program Analyst
DAS OCP
Lauren.mccasland@sfgov.org

and

Annyse Acevedo
Contract Manager
HSA OCM
Annyse.acevedo@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.

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name		Term	
6	Visitacion Valley Neighborhood Association		11/1/21-6/30/23	
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services			
10	Budget Reference Page No.(s)			11/1/21-6/30/23
11	Program Term	11/1/21-6/30/22	7/1/22-6/30/23	Total
12	Expenditures			
13	Salaries & Benefits	\$7,051	\$7,051	\$14,102
14	Operating Expenses	\$20,431	\$6,071	\$26,502
15	Subtotal	\$27,482	\$13,122	\$40,604
16	Indirect Percentage (%)	9%	9%	
17	Indirect Cost (Line 16 X Line 15)	\$2,518	\$1,878	\$4,396
18	Subcontractor/Capital Expenditures			
19	Total Expenditures	\$30,000	\$15,000	\$45,000
20	HSA Revenues			
21	General Fund	\$30,000	\$15,000	\$45,000
22				
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$30,000	\$15,000	\$45,000
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$30,000	\$15,000	\$45,000
37	Full Time Equivalent (FTE)			
39	Prepared by: Ping Ling Mai		Telephone No.: 415-816-3009	
40	HSA-CO Review Signature: _____			
41	HSA #1			12/2/2020

	A	B	C	D	E	F	G	H
1	Appendix B, Page 2							
2								
3	Visitacion Valley Neighborhood Association							
4	Program: Community Services							
5								
6								
7	Salaries & Benefits Detail							
8								
9								
10								
11		Agency Totals		HSA Program		11/1/21-6/30/22	7/1/22-6/30/23	11/1/21-6/30/23
12	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DAS Budgeted Salary	DAS Budgeted Salary	TOTAL Budgeted Salary
13	Program Director	\$62,400	0.30	35%	0.10	\$6,240	\$6,240	\$12,480
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30	TOTALS		0.30	35%	0.10	\$6,240	\$6,240	\$12,480
31								
32	FRINGE BENEFIT RATE	13%						
33	EMPLOYEE FRINGE BENEFITS					\$811	\$811	\$1,622
34								
35								
36	TOTAL SALARIES & BENEFITS					\$7,051	\$7,051	\$14,102
37	HSA #2	12/2/2020						

	A	B	C	D	E	F	G	H	I	J
1	Appendix B, Page 3									
2										
3	Visitacion Valley Neighborhood Association									
4	Program: Community Services									
5										
6										
7	Operating Expense Detail									
8										
9										
10										
11										
12	<u>Expenditure Category</u>				<u>TERM 11/1/21-6/30/22</u>		<u>7/1/22-6/30/23</u>			<u>TOTAL</u> <u>11/1/21-6/30/23</u>
13	Rental of Property				\$2,400		\$2,000			\$4,400
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$3,600		\$2,000			\$5,600
15	Office Supplies, Postage				\$631		\$571			\$1,202
16	Building Maintenance Supplies and Repair									
17	Printing and Reproduction				\$200		\$200			\$400
18	Insurance				\$1,400		\$700			\$2,100
19	Staff Training									
20	Staff Travel-(Local & Out of Town)									
21	Rental of Equipment									
22										
23	CONSULTANTS									
24	CPA for Payroll; Tax preparation				\$1,500					\$1,500
25	Teacher Stipends				\$2,200		\$600			\$2,800
26										
27	OTHER									
28	OTO - Program Supplies				\$8,500					\$8,500
29										
30										
31	TOTAL OPERATING EXPENSE				<u>\$20,431</u>		<u>\$6,071</u>			<u>\$26,502</u>
32										
33	HSA #3									12/2/2020

	A	B	C	D	E
1					Appendix B, Page 4
2					
3		Visitacion Valley Neighborhood Association			
4		Program: Community Services			
5					
6					
7					
8		Subcontractor/Capital Expenditures			
9					
10		SUBCONTRACTORS	11/1/21-6/30/22	7/1/22-6/30/23	11/1/21-6/30/23
11					
12					
13					
14					
15					
16		TOTAL SUBCONTRACTOR COST	\$0	\$0	\$0
17					
18					
19		EQUIPMENT	TERM	11/1/21-6/30/22	7/1/22-6/30/23
20	Units	ITEM/DESCRIPTION			
21					
22					
23					
24					
25					
26					
27					
28		TOTAL EQUIPMENT COST	\$0	\$0	\$0
29					
30		OTHER	11/1/21-6/30/22	7/1/22-6/30/23	11/1/21-6/30/23
31	Description:				
32					
33					
34					
35		TOTAL REMODELING COST	\$0	\$0	\$0
36					
37		TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE	\$0	\$0	\$0
38					
39		HSA #4			12/2/2020

Date:	SITE CHART	FY21/22	
AGENCY:	Visitacion Valley Neighborhood Association		
PROGRAM: Community Service Program			
CONTRACT MAILING ADDRESS:	66 Raymond Ave. San Francisco, CA 94134	Agency's web site:	N/A
DIRECTOR:	Ping Ling Mai	PHONE NO.:	415-527-7624
Name of Site	Visitacion Valley Community Center		
Address and Zip	66 Raymond Ave. 94134		
Phone Number	415-527-7624		
Fax Number	N/A		
Neighborhood	Visitacion Valley		
Supervisorial District No.	10		
Site Manager/Coordinator	Ping Ling Mai		
Days Open	x Mon x Tues x Wed x Thursday x Friday x Sat x Sun		
Hours Open	35 Hours/week (minus holidays and event days)		
Unduplicate Consumers (UDC)	72		
Total: 72			
Activity Hours	988		
Total: 988			
Enhanced Outreach	0		
Total: 0			
Social Service/Other	0		
Total: 0			
Translation Services	0		
Total: 0			
Total number of Service Days	241		
DAS Funded Meal Service (Yes/No)	No		
Number of Service Days Closed	5 (Activities Paused for Proposed Events)		
Days Closed (list holidays closed)	10 days (Veteran's Day, Thanksgiving & Day After Thanksgiving, Christmas, New Year's, MLK, Lunar New Year, President's Day, Memorial Day, Juneteenth)		
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

Date:	SITE CHART	FY22/23	
AGENCY:	Visitacion Valley Neighborhood Association		
PROGRAM: Community Service Program			
CONTRACT MAILING ADDRESS:	66 Raymond Ave. San Francisco, CA 94134	Agency's web site:	N/A
DIRECTOR:	Ping Ling Mai	PHONE NO.:	415-527-7624
Name of Site	Visitacion Valley Community Center		
Address and Zip	66 Raymond Ave. 94134		
Phone Number	415-527-7624		
Fax Number	N/A		
Neighborhood	Visitacion Valley		
Supervisorial District No.	10		
Site Manager/Coordinator	Ping Ling Mai		
Days Open	x Mon x Tues x Wed x Thursday x Friday x Sat x Sun		
Hours Open	23 Hours/week (minus holidays and event days)		
Unduplicate Consumers (UDC)	36		
Total: 36			
Activity Hours	741		
Total: 741			
Enhanced Outreach	0		
Total: 0			
Social Service/Other	0		
Total: 0			
Translation Services	0		
Total: 0			
Total number of Service Days	365		
DAS Funded Meal Service (Yes/No)	No		
Number of Service Days Closed	5 (Activities Paused for Proposed Events)		
Days Closed (list holidays closed)	13 days (Independence Day, Labor Day, Indigenous People's Day, Veteran's Day, Thanksgiving & Day After Thanksgiving, Christmas, New Year's, MLK, Lunar New Year, President's Day, Memorial Day, Juneteenth)		
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		