



London Breed, Mayor

Department of Human Services
 Department of Aging and Adult Services
 Office of Early Care and Education

Trent Rhorer, Executive Director

MEMORANDUM

TO: AGING AND ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *Ju*

DATE: NOVEMBER 6, 2019

SUBJECT: GRANT MODIFICATION: **YMCA OF SAN FRANCISCO** (NON-PROFIT) FOR THE PROVISION OF COMMUNITY SERVICES AT RICHMOND NEIGHBORHOOD OF SAN FRANCISCO FOR OLDER ADULTS AND ADULTS WITH DISABILITIES

GRANT TERM:	<u>Current</u> 7/1/18- 6/30/20	<u>Modification</u> 7/1/19- 6/30/20	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
GRANT AMOUNT:	\$101,250	\$50,000	\$151,250	\$15,125	\$166,375
ANNUAL AMOUNT:	<u>FY18-19</u> \$75,625	<u>FY19-20</u> \$75,625			
FUNDING SOURCE	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
MODIFICATION FUNDING:	\$50,000			\$5,000	\$55,000
PERCENTAGE:	100%				100%

The Department of Aging & Adult Services (DAAS) requests authorization to modify the existing grant agreement with YMCA of San Francisco for the term of July 1, 2019 through June 30, 2020 in the additional amount of \$50,000 plus a 10% contingency for a revised total amount not to exceed of \$166,375. The purpose of this grant modification is to provide Community Services programs to older adults and adults with disabilities in the Richmond neighborhood of San Francisco.

Background

DAAS funded Community Services programs can be most easily identified as the network of Community Centers located throughout the City of San Francisco. These Community Centers are home to the rich history of San Francisco and have been built and nurtured over the years, with direct input, insight and support from the people and neighborhoods they serve.

Community Centers are more than just a meeting place for older adults and adults with disabilities. To meet the overall goal of Community Services programming, the centers offer a wide array of activities and programming to enhance the cultural, educational, mental and physical well-being of participants. Community Centers may also be the entry point for many older adults and adults with disabilities in need of additional services, thus translation and social services are made available on site. Additional DAAS funded services, including nutrition and health promotion programs, are often co-located at DAAS funded Community Centers.

Services to be Provided

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of service are measured by the number of scheduled activity hours sponsored by the Community 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.

2) Translation – Units of service are measured 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.

3) Social Services – Units of service are measured by the number of hours 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 - While there is an expectation that Community Centers will do outreach within their existing Community Service 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 Office of Community Partnerships staff before commencing. Units of service are measured by the number of hours spent working on enhanced outreach.

YMCA of San Francisco operates 14 branches, 5 of which receive DAAS funding to provide Community Services programming to older adults and adults with disabilities. Through these funds, 2,825 clients were served and 7,072 hours of activities were scheduled in FY 18-19. The additional funding for this modification is provided by a supervisorial addback and is to support the continuation of senior programming and activities in District 1. YMCA – Richmond is the newest branch to the DAAS-YMCA partnership and has shown that older adults and adults with disabilities greatly benefit from this service with the agency far exceeding their contract levels last fiscal year. The YMCA – Richmond Branch is a vibrant and busy facility offering programming for individuals of all ages. As a community hub that many older adults and adults with disabilities frequent, DAAS community services programming will help diversify and support the services offered.

For more specific information regarding the services to be provided, please refer to the attached Appendix A-1.

Grantee Performance

Program Monitoring: Program was monitored in July of 2019 and the program was found to be in compliance.

Fiscal Monitoring: A Citywide Fiscal and Compliance Monitoring site visit was conducted on March 26, 2019. The grantee is in conformance with City standards.

Grantee Selection

Grantees were selected through RFP #785 issued in February 2018.

Funding

This grant modification will be funded entirely with County General Funds.

Attachments

Appendix A-1 – Services to be Provided
Appendix B-5 – Budget Summary

APPENDIX A-1 – SERVICES TO BE PROVIDED

YMCA OF SAN FRANCISCO

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with a Disability	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.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult 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
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.
Grantee	YMCA of San Francisco
HSA	Human Services Agency of the City and County of San Francisco

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 Regulation Sec. 7130.
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older, used interchangeably with senior.
OCP	Office of Community Partnerships
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older, used interchangeably with older adult.
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)	A unique consumer receiving services in Grantee’s Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) 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

- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

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

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of service are measured by the number of scheduled activity hours sponsored by the Community 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.

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VII. Contractor Responsibilities

Services should be provided according to Office on the Aging Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual consumer satisfaction survey, pre-approved by Office of Community Partnerships staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives for 2018-19

On an annual basis across all YMCA of San Francisco sites:

- Grantee will serve **2,825** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **7,072** units of service of activity scheduling at a center or venues approved by the Office of Community Partnerships.
- Grantee will provide **420** units of service of translation.
- Grantee will provide **1875** units of service of social services.
- Grantee will provide **200** units of service of enhanced outreach.

Site	Unduplicated Clients	Activity Scheduling (Hour)	Translation (Hour)	Social Services (Hour)	Enhanced Outreach (Hour)
YMCA Richmond District*	100	480		75	
YMCA Chinatown	100	350	75		
YMCA Stonestown	2000	3000	120	1000	100
YMCA Parkmerced	125	650	75	100	100
YMCA Mission	500	2,592	150	700	
Totals	2825	7,072	420	1875	200

*Based on 2018-19 District 1 addback of \$50,000. Addback one year only.

IX. Service Objectives for 2019-20

On an annual basis across all YMCA of San Francisco sites:

- Grantee will serve **2,825** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **7,072** units of service of activity scheduling at a center or venues approved by the Office of Community Partnerships.
- Grantee will provide **420** units of service of translation.
- Grantee will provide **1875** units of service of social services.
- Grantee will provide **200** units of service of enhanced outreach.

Site	Unduplicated Clients	Activity Scheduling (Hour)	Translation (Hour)	Social Services (Hour)	Enhanced Outreach (Hour)
YMCA Richmond District	100	480		75	
YMCA Chinatown	100	350	75		
YMCA Stonestown	2000	3000	120	1000	100
YMCA Parkmerced	125	650	75	100	100
YMCA Mission	500	2,592	150	700	
Totals	2,825	7,072	420	1,875	200

X. Outcome Objectives

- At least 80% 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 physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received social services or translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

XI. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - 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, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.

- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office of Community Partnerships staff by March 15th of each grant year.
- 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.
- 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 shall develop and deliver ad hoc reports as requested by HSA/DAAS/OCP.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OCP's approval, an updated Site Chart (using OCP's format) with details about the program.
- J. 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.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Paulo Salta
 Program Analyst
 P.O. Box 7988
 San Francisco, CA 94120
Paulo.salta@sfgov.org

or

Rocio Duenas
 Contract Manager
 Human Services Agency
 PO Box 7988
 San Francisco, CA 94120
rocio.duenas@sfgov.org

XII. 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	E	F	G
1	Appendix B-5, Page 1					
2	Date: 6/19/2019					
3	HUMAN SERVICES AGENCY BUDGET SUMMARY					
4	BY PROGRAM					
5	Name				Term	
6	Richmond District YMCA				7/1/18 - 6/30/20	
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>					
8	If modification, Effective Date of Mod. 7/1/19			No. of Mod. 1		
9	Program: Community Services					
10	Budget Reference Page No.(s)		ORIGINAL	MODIFICATION	REVISED	Total
11	Program Term		7/1/18-6/30/19	7/1/19-6/30/20	7/1/19-6/30/20	7/1/18-6/30/20
12	Expenditures					
13	Salaries & Benefits	\$55,609	\$23,736	\$30,154	\$53,890	\$109,499
14	Operating Expense	\$16,759	\$736	\$17,742	\$18,478	\$35,237
15	Subtotal	\$72,368	\$24,472	\$47,896	\$72,368	\$144,736
16	Indirect Percentage (%)	4.5%	4.5%	4.5%	4.5%	4.5%
17	Indirect Cost (Line 16 X Line 15)	\$3,257	\$1,153	\$2,104	\$3,257	\$6,514
18	Capital Expenditure	\$0	\$0	\$0	\$0	\$0
19	Total Expenditures	\$75,625	\$25,625	\$50,000	\$75,625	\$151,250
20	HSA Revenues					
21	General Fund	\$72,806	\$22,806	\$50,000	\$72,806	\$145,612
22	CFDA 93.778	\$2,819	\$2,819		\$2,819	\$5,638
23						
24						
25						
26						
27						
28						
29	TOTAL HSA REVENUES	\$75,625	\$25,625	\$50,000	\$75,625	\$151,250
30	Other Revenues					
31						
32						
33						
34						
35						
36	Total Revenues	\$75,625	\$25,625	\$50,000	\$75,625	\$151,250
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	F	G	H	I	K	L	M
1										
2										
3										
4	Program Name: Community Services									
5	(Same as Line 9 on HSA #1)									
6										
7	Salaries & Benefits Detail									
8										
9										
10										
11										
		ORIGINAL		MODIFICATION		REVISED				
		7/1/18-6/30/19		7/1/19-6/30/20		7/1/19-6/30/20		7/1/19-6/30/20		
		Agency Totals		HSA Program		DAAS Program	DAAS Program	DAAS Program	DAAS Program	TOTAL
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	7/1/18-6/30/20
12	POSITION TITLE									
13	Senior Director of Engagement	\$85,812	1.00	10%	0.10	\$9,514	\$0	\$8,581	\$8,581	\$18,095
14	AOA Lead Staff	\$41,600	1.00	50%	0.50	\$13,027	\$10,816	\$9,984	\$20,800	\$33,827
15	Sit & Be Fit Instructor	\$36,608	1.00	4%	0.04	\$1,301	\$1,400	(\$99)	\$1,301	\$2,602
16	Chair Yoga Instructor	\$37,198	0.50	1%	0.01	\$2,435	\$2,579	(\$2,253)	\$326	\$2,761
17	Tai Chi Instructor	\$30,529	0.50	7%	0.07	\$1,485	\$2,117	\$0	\$2,117	\$3,602
18	Sit & Be Fit Instructor	\$42,260	0.50	6%	0.06	\$1,133	\$1,460	\$1,084	\$2,544	\$3,677
19	Zumba Gold Instructor	\$26,715	0.50	7%	0.07	\$1,155	\$0	\$1,781	\$1,781	\$2,936
20	Mahjong Instructor	\$28,080	1.00	3%	0.03	\$420	\$0	\$749	\$749	\$1,169
21	Bus Driver	\$38,906	0.50	7%	0.07	\$1,833	\$0	\$2,754	\$2,754	\$4,587
23	AOA Lead Staff (July-Sept. 2018)	\$9,713	1.00	0%	-	\$1,981	\$0	\$0	\$0	\$1,981
24	Community Programs Director (July-Sept. 2018)	\$10,377	1.00	0%	-	\$4,151	\$0	\$0	\$0	\$4,151
26	Senior Director of Engagement (Oct-Dec 2018)	\$20,683	1.00	0%	-	\$3,102	\$0	\$0	\$0	\$3,102
27										
28	TOTALS	\$ 408,481	9.50	94%	0.94	\$41,537	\$18,371	\$22,582	\$40,953	\$82,490
29										
30	FRINGE BENEFIT RATE	34%								
31	EMPLOYEE FRINGE BENEFITS	\$138,884				\$14,072	\$5,365	\$7,572	\$12,937	\$27,009
32										
33										
34	TOTAL SALARIES & BENEFITS	\$547,364				\$55,609	\$23,736	\$30,154	\$53,890	\$109,499
35	HSA #2									10/25/2016

	A	B	C	D	E	F	G	H	I	J	K	L	O
1													
2													
3													
4	Program Name: Community Services												
5	(Same as Line 9 on HSA #1)												
6													
7	Operating Expense Detail												
8													
9													
10													
11													
12	Expenditure Category	TERM	7/1/18-6/30/19	ORIGINAL	7/1/19-6/30/20	MODIFICATION	7/1/19-6/30/20	REVISED	7/1/19-6/30/20	TOTAL	7/1/18-6/30/20		
13	Rental of Property												
14	Utilities(Elec, Water, Gas, Phone, Garbage)												
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	Trip Entrance Fees			\$8,421	\$0	\$9,500	\$9,500	\$17,921					
30	Program Supplies			\$1,215	\$0	\$1,500	\$1,500	\$2,715					
31	Program Food & Beverage			\$2,123	\$736	\$2,742	\$3,478	\$5,601					
32	Bus Leasing			\$5,000	\$0	\$4,000	\$4,000	\$9,000					
33													
34													
35	TOTAL OPERATING EXPENSE			\$16,759	\$736	\$17,742	\$18,478	\$35,237					
36													
37	HSA #3											10/25/2016	