



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 & ADULT SERVICES COMMISSION

**THROUGH:** SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

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

**DATE:** NOVEMBER 6, 2019

**SUBJECT:** GRANT MODIFCATION: **FELTON INSTITUTE (NON-PROFIT) TO PROVIDE COMMUNITY SERVICES FOR SENIORS AND ADULTS WITH DISABILITES**

	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
<b>GRANT TERM:</b>	7/1/18- 6/30/20	7/1/19- 6/30/20			
<b>GRANT AMOUNT:</b>	\$229,132	\$50,000	\$279,132	\$27,913	\$307,045
<b>ANNUAL AMOUNT:</b>	<u>FY 18-19</u> \$118,816	<u>FY 19-20</u> \$160,316			
<b>MODIFCATION FUNDING:</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>PERCENTAGE:</b>	\$50,000			\$5,000	\$55,000
	100%				100%

The Department of Aging and Adult Services (DAAS) requests authorization to modify the grant agreement with Felton Institute for the time period from July 1, 2019 to June 30, 2020 in the amount of \$50,000 plus a 10% contingency for a total amount not to exceed \$307,045. The purpose of this grant is to provide Community Services programs to seniors and adults with disabilities.

**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**

Activities and services at DAAS funded Community Center programs can be described as fitting within four main categories of services:

- 1) 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 activities that bring people together, for education or wellness purposes that help consumers maintain/enhance their level of functioning.
- 2) Translation:** Translation assistance is provided to consumers that cannot speak/read English. Translation may also include the use of American Sign Language, braille, or teleprompting. Services can include translation of forms and letters. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, and presentations.
- 3) Social Services:** Social services consist of one-to-one assistance for individuals to help resolve problems. Assistance may include information and referral, forms/application completion, home visits, and emotional support by phone or in person.
- 4) Enhanced Outreach:** While there is an expectation that the Community Center will do outreach 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, or problem-solving certain barriers to service, e.g., safety issues or transportation needs.

The additional funding for this modification is provided by a Dignity Fund addback. The modification will provide additional staffing for the Community Services program. Grantee will provide an additional 144 hours of activity scheduling and an additional 23 hours of enhanced outreach. Grantee also agrees to serve an additional 38 unduplicated consumers.

### **Selection**

Grantee was selected through Request for Proposal #785, which was competitively bid in February 2018.

### **Performance**

Program Monitoring: FY18-19 program monitoring took place in July of 2019. The grantee was deemed compliant to contract terms.

Fiscal Monitoring: A Citywide Fiscal and Compliance Monitoring self-assessment was conducted in May of 2019. There were no findings identified in the monitoring. The grantee is in compliance with performance and monitoring requirements.

**Funding**

Funding for this modification is provided by County General Funds.

**ATTACHMENTS**

Appendix A-1 – Services to be Provided

Appendix B-1 – Budget Summary

**APPENDIX A-1 – SERVICES TO BE PROVIDED**

***FELTON INSTITUTE***

**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 18-59 years of age 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	Felton Institute

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
OCP	Office of Community Partnerships (previously known as Office on the Aging / OOA)
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
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.

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.

Enhanced outreach is being provided as part of this grant, details of Grantee's enhanced outreach are as follows:

As a relatively new Community Services site, Grantee's enhanced outreach will work to develop meaningful collaborations with residents and other stakeholders in the Visitation Valley Community in order to gain better knowledge of community needs and raise awareness of Grantee's service offerings at 66 Raymond. Grantee will continue to participate in the Visitation Valley Services Collaborative (a collective of 11 community based organizations operating in the neighborhood), the Visitation Valley Neighborhood Association, and the Visitation Valley Family Center Advisory Committee in order to pursue these goals.

## 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

On an annual basis:

- Grantee will serve **288** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **1,104** units of service of activity scheduling at a center or venues approved by the Office of Community Partnerships.
- Grantee will provide **300** units of service of translation.
- Grantee will provide **200** units of service of social services.
- Grantee will provide **173** units of service of enhanced outreach.

## **IX. 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.

## **X. 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 15<sup>th</sup> 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 10<sup>th</sup> 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 10<sup>th</sup>.
- 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:

Reanna Albert  
Program Analyst  
P.O. Box 7988  
San Francisco, CA 94120  
[reanna.albert@sfgov.org](mailto:reanna.albert@sfgov.org)

or

Rocio Duenas  
Contract Manager  
Human Services Agency  
PO Box 7988  
San Francisco, CA 94120  
[rocio.duenas@sfgov.org](mailto:rocio.duenas@sfgov.org)

## **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; 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	E	F
1						Appendix B-1, Page 1
2						Document Date: 10/17/19
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>					
4	<b>BY PROGRAM</b>					
5	Name:				Term	
6	Felton Institute				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: <b>Community Services</b>					
10	Budget Reference Page No.(s)					
11	Program Term	7/1/18-6/30/19	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
12	<b>Expenditures</b>					
13	Salaries & Benefits	\$57,564	\$57,564	\$23,634	\$81,198	\$138,762
14	Operating Expense	\$16,750	\$12,316	\$10,000	\$22,316	\$39,066
15	<b>Subtotal</b>	<b>\$74,314</b>	<b>\$69,880</b>	<b>\$33,634</b>	<b>\$103,514</b>	<b>\$177,828</b>
17	Indirect Percentage (%)	15%	15%	15%	15%	15%
18	Indirect Cost (Line 16 X Line 15)	\$11,147	\$10,482	\$5,045	\$15,527	\$26,674
19	Subcontractor	\$29,954	\$29,954	\$11,321	\$41,275	\$71,229
20	Capital Expenditure	\$3,401	\$0	\$0	\$0	\$3,401
21	<b>Total Expenditures</b>	<b>\$118,816</b>	<b>\$110,316</b>	<b>\$50,000</b>	<b>\$160,316</b>	<b>\$279,132</b>
22	<b>HSA Revenues</b>					
23	General Fund	\$105,746	\$98,181	\$50,000	\$148,181	\$253,927
24	CFDA 93.778	\$13,070	\$12,135	\$0	\$12,135	\$25,205
25						
26						
27						
28						
29						
30						
31	<b>TOTAL HSA REVENUES</b>	<b>\$118,816</b>	<b>\$110,316</b>	<b>\$50,000</b>	<b>\$160,316</b>	<b>\$279,132</b>
32	<b>Other Revenues</b>					
33	Metta Fund (FY 18-19 secured; 19-20 anticipated)	\$50,000	\$50,000	\$0	\$50,000	\$100,000
34						
35						
36						
37						
38	<b>Total Revenues</b>	<b>\$168,816</b>	<b>\$160,316</b>	<b>\$50,000</b>	<b>\$210,316</b>	<b>\$379,132</b>
39	Full Time Equivalent (FTE)					
41	Prepared by: Ray Mallett, Finance Director.		Telephone No.: 415-474-7310		Date: 11.2.18	
42	HSA-CO Review Signature: _____					
43	HSA #1					1/0/1900



	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	<b>Operating Expense Detail</b>												
8													
9													
10													
11													
12	<u>Expenditure Category</u>				<u>TERM</u>	<u>7/1/18-6/30/19</u>	<u>7/1/19-6/30/20</u>	<u>Modification</u>	<u>7/1/19-6/30/20</u>	<u>Revised</u>	<u>7/1/19-6/30/20</u>	<u>Total</u>	<u>7/1/18-6/30/20</u>
13	Rental of Property					\$8,220	\$7,200			\$7,200		\$15,420	
14	Utilities(Elec, Water, Gas, Phone, Garbage)					\$4,198	\$784	\$10,000		\$10,784		\$14,982	
15	Office Supplies, Postage					\$428	\$428			\$428		\$856	
16	Building Maintenance Supplies and Repair												
17	Printing and Reproduction					\$1,531	\$1,531			\$1,531		\$3,062	
18	Insurance					\$798	\$798			\$798		\$1,596	
19	Staff Training												
20	Staff Travel-(Local & Out of Town)					\$364	\$364			\$364		\$728	
21	Rental of Equipment												
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE												
23													
24													
25													
26													
27	OTHER												
28	Activities Supplies and Program Expenses					\$1,211	\$1,211			\$1,211		\$2,422	
29													
30													
31													
32													
33													
34	TOTAL OPERATING EXPENSE					\$16,750	\$12,316	\$10,000		\$22,316		\$39,066	
35													
36	HSA #3												

Program Name: Community Services  
 (Same as Line 9 on HSA #1)

**Program Expenditure Detail**

	A	B	C	D	E	F	G
1							
2							
3							
4							
5							
6							
7							
8							
9							
10	<b>EQUIPMENT</b>	<b>TERM</b>	7/1/18-6/30/19	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
11	No.	ITEM/DESCRIPTION					
12		One-time purchase of tables / chairs	\$ 3,401				\$ 3,401
13							
14							
15							
16							
17							
18							
19							
20	TOTAL EQUIPMENT COST		\$ 3,401	\$ -	\$ -	\$ -	\$ 3,401
21							
22	<b>SUBCONTRACTOR</b>		7/1/18-6/30/19	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
23		Asian Pacific American Community Center	\$ 29,954	\$ 29,954	\$ 11,321	\$ 41,275	\$ 71,229
24							
25							
26							
27							
28							
29	TOTAL SUBCONTRACTOR COST		\$ 29,954	\$ 29,954	\$ 11,321	\$ 41,275	\$ 71,229
30							
31	TOTAL CAPITAL/SUBCONTRACTOR EXPENDITURE		\$ 33,355	\$ 29,954	\$ 11,321	\$ 41,275	\$ 74,630
32							
33	HSA #4						1/0/1900