



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

MEMORANDUM

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
www.SFHSA.org

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: KELLY DEARMAN, EXECUTIVE DIRECTOR

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

DATE: FEBRUARY 2, 2022

SUBJECT: NEW GRANT: **SWORDS TO PLOWSHARES** (NON-PROFIT) TO PROVIDE VETERAN SERVICES AT THE WAR MEMORIAL VETERANS BUILDING

DS
EL

GRANT TERM: 2/01/2022 – 6/30/2024

GRANT AMOUNT	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$362,500	\$36,250	\$398,750

ANNUAL AMOUNT	<u>FY 21/22</u>	<u>FY 22/23</u>	<u>FY 23/24</u>
	\$62,500	\$150,000	\$150,000

FUNDING SOURCE	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING	\$362,500			\$36,250	\$398,750

PERCENTAGE 100% 100%



London Breed
Mayor

Trent Rhorer
Executive Director

The Department of Disability and Aging Services (DAS) requests authorization to enter into a new grant with Swords to Plowshares for the period of February 1, 2022 through June 30, 2024, in an amount of \$362,500, plus a 10% contingency for a total amount not to exceed \$398,750. The purpose of the grant is to provide access and empowerment services for veterans at the War Memorial Veterans Building.

Background

Support for veterans is an important part of the City's quest to ensure the health and well-being of older adults and adults with disabilities. While San Francisco provides a rich array of services for veterans who are older and disabled adults, these services are of little value if they are not accessible to clients, making access and empowerment services among the most critically important services offered by DAS. Access and empowerment services help to promote awareness of services and facilitate service connection, provide advocacy, and support empowerment on behalf of clients.

Services to be Provided

Swords to Plowshares will provide access and empowerment services to veterans at the War Memorial Veterans Building, located in District 5, which is a location identified by the City and County of San Francisco as a priority space to centralize veteran services and a new outstation for the County Veterans Service Office (CVSO). Access and empowerment services will include the following:

Outreach: conduct outreach throughout the City and County of San Francisco, in collaboration with other organizations providing veteran support, to promote awareness of services for veterans.

Information and Referral: inform older veterans and veterans with disabilities of services available to them and provide referrals to in-house programs and other organizations.

Assistance and Support: provide one-to-one assistance to clients in accessing services, and facilitate support groups for veterans, including support groups for mental health, housing, financial empowerment, LGBTQ+ veterans, and employment.

Location of Services

Services will be provided at the War Memorial Veterans Building in the City and County of San Francisco.

Selection

Grantee was selected through RFP #961 issued November 15, 2021.

Funding

Funding for this grant is provided through the Dignity Fund.

ATTACHMENTS

Appendix A- Services to be Provided

Appendix B- Program Budget

Appendix F- Site Chart

Appendix A - Services to be Provided
SWORDS TO PLOWSHARES

Veteran Services at the War Memorial Veterans Building

February 1, 2022 to June 30, 2024

I. Purpose

The purpose of this grant is to provide outreach, information and referral, and assistance and support services for veterans who are older adults and adults with disabilities in the City and County of San Francisco. The programming will educate, empower, and support veteran older adults and adults with disabilities to access needed benefits and participate in services, and will provide services designed to support individuals to live independently in their own homes and communities.

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
CDC	Centers for Disease Control and Prevention
CDPH	California Department of Public Health
City	City and County of San Francisco, a municipal corporation.
CVSO	County Veterans Service Office
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	Swords to Plowshares
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>)
Veteran	A person who served in any branch of the (US) military
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	An individual who participates in the program and the grantee reflects consumer participation in CA-GetCare through enrollment.

III. Target Population

Services must target older adults and adults with disabilities 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 as defined by race and/or ethnicity
- Frail
- Member of LGBTQ+ Community
- HIV status
- Veteran

IV. Eligibility for Services

- A. A person who is a resident of San Francisco *and*
- B. A veteran who is an older adult or an adult with a disability, *or*
- C. A spouse, domestic partner, or an adult child of a veteran who is an older adult or an adult with a disability

V. Location and Time of Services

The grantee will provide programming at the War Memorial Veterans Building in the City and County of San Francisco. The details of the site and operation hours are located in Appendix F, Site Chart.

VI. Description of Services and Program Requirements

- A. Grantee will provide programming at the War Memorial Veterans Building for older adults and adults with disabilities who are veterans. There are three components of the program:
 1. **Outreach:** Grantee will conduct outreach targeting veteran older adults and adults with disabilities throughout the City and County of San Francisco about veteran services provided by the grantee and other community organizations.

Outreach will be conducted at community events and public places where veterans frequent, including businesses, public spaces, non-profit and/or faith based organizations, health care centers, housing sites, etc. The grantee will collaborate with the County Veterans Service Office (CVSO) to conduct outreach at events and locations identified by CVSO, as well as other community organizations that provide veteran services.

2. **Information and Referral:** Grantee will link veterans to services available to them in the community. Grantee will collaborate with and maintain appropriate referrals to other community organizations that provide veteran services, including CVSO.
3. **Assistance and Support:**
 - a. Grantee will provide one-to-one assistance to clients in accessing services including forms/application completion assistance, housing, benefits, or income support, contacting agencies on behalf of the client, completing on-line referrals, writing letters, making phone calls to set up or confirm appointments, escorting the client to service providers, and conferring with service providers to ensure the client's needs will be met.
 - b. Grantee will host and/or facilitate support groups for veterans. Topics will include, at minimum, support groups for mental health, housing, and employment.
- B. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
- C. 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.
- D. 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.
- E. Grantee will ensure that units of service provided are tracked and distinguishable.
- F. 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.
- G. 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	02/01/2022- 6/30/2021	FY22/23	FY23/24
Unduplicated Consumers (UDC)	30	100	100
Outreach	150	500	500
Information and Referral	150	500	500
Assistance and Support	150	500	500
One (1) unit of service = one (1) hour of service provision			

VIII. Outcome Objectives

- A. Clients report new knowledge of services available to veterans in San Francisco. Target: 80%
- B. Clients received the assistance they needed through this program. Target 80%
- C. Clients rate the services they received as excellent or good. Target: 80%

Based on an annual satisfaction survey created by DAS OCP and with a sample size of at least 35% of the annual unduplicated consumers.

IX. Reporting and Other Requirements

- A. 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.
- B. 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.
 - Number of Unduplicated Consumers (UDC) served
 - Number and type of service units provided
- C. 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.
- D. 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.
- E. 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.
- F. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
- G. 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).

- H. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
- I. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
- 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. Grantee will develop a manual of policies and procedures for all aspects of the program, including a grievance policy and project income policy that are consistent with DAS OCP policy memorandum.
- L. For assistance with reporting and contract requirements, please contact:

Hanna Blanton
Program Analyst
DAS OCP
hanna.blanton@sfgov.org

and

Steve Kim
Contract Manager
HSA OCM
steve.kim@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 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
1	Appendix B, Page 1				
2					
3	HUMAN SERVICES AGENCY BUDGET SUMMARY				
4	BY PROGRAM				
5	Name		Term		
6	Swords to Plowshares		2/1/22-6/30/24		
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: Veterans Services with Emphasis on Programming at the War Memorial Building				
10	Budget Reference Page No.(s)				2/1/22-6/30/24
11	Program Term	2/1/22-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	Total
12	Expenditures				
13	Salaries & Benefits	\$46,302	\$116,681	\$116,681	\$279,664
14	Operating Expenses	\$9,240	\$16,617	\$16,617	\$42,474
15	Subtotal	\$55,542	\$133,298	\$133,298	\$322,138
16	Indirect Percentage (%)	12.53%	12.53%	12.53%	
17	Indirect Cost (Line 16 X Line 15)	\$6,958	\$16,702	\$16,702	\$40,362
18	Subcontractor/Capital Expenditures				
19	Total Expenditures	\$62,500	\$150,000	\$150,000	\$362,500
20	HSA Revenues				
21	General Fund (Dignity Fund)	\$62,500	\$150,000	\$150,000	\$362,500
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$62,500	\$150,000	\$150,000	\$362,500
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Revenues	\$62,500	\$150,000	\$150,000	\$362,500
37	Full Time Equivalent (FTE)				
39	Prepared by:	Rose Mallamo	Telephone No.: 415 252-4787, ext 361		
40	HSA-CO Review Signature:	_____			
41	HSA #1				2/2/2022

	A	B	C	D	E	F	G	H	I
1	Appendix B, Page 2								
2									
3	Swords to Plowshares								
4	Program: Veterans Services with Emphasis on Programming at the War Memorial Building								
5									
6									
7	Salaries & Benefits Detail								
8									
9									
10									
11						2/1/22-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	2/1/22-6/30/24
		Agency Totals		HSA Program		DAS	DAS	DAS	TOTAL
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
12	POSITION TITLE								
13	Outreach Coordinator	\$65,000	1.00	50%	0.50	\$13,542	\$34,125	\$34,125	\$81,792
14	Outreach Specialist	\$55,000	1.00	100%	1.00	\$22,917	\$57,750	\$57,750	\$138,417
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									
26									
27									
28									
29									
30	TOTALS		2.00		1.50	\$36,459	\$91,875	\$91,875	\$220,209
31									
32	FRINGE BENEFIT RATE	27%							
33	EMPLOYEE FRINGE BENEFITS					\$9,843	\$24,806	\$24,806	\$59,455
34									
35									
36	TOTAL SALARIES & BENEFITS					\$46,302	\$116,681	\$116,681	\$279,664
37	HSA #2	2/2/2022							

	A	B	C	D	E	F	G	H	I	J	K	L
1	Appendix B, Page 3											
2												
3	Swords to Plowshares											
4	Program: Veterans Services with Emphasis on Programming at the War Memorial Building											
5												
6												
7	Operating Expense Detail											
8												
9												
10												
11	TOTAL											
12	<u>Expenditure Category</u>			TERM	<u>2/1/22-6/30/22</u>	<u>7/1/22-6/30/23</u>	<u>2/1/22-6/30/24</u>					<u>2/1/22-6/30/24</u>
13	Rental of Property											
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$3,516	\$8,436	\$8,436					\$ 20,388
15	Office Supplies, Postage				\$1,540	\$3,541	\$3,541					\$ 8,622
16	Building Maintenance Supplies and Repair											
17	Printing and Reproduction				\$38	\$90	\$90					\$ 218
18	Insurance				\$271	\$650	\$650					\$ 1,571
19	Staff Training											
20	Staff Travel-(Local & Out of Town)				\$1,500	\$3,600	\$3,600					\$ 8,700
21	Equipment (Laptop/Cell Phones)				\$2,250							\$ 2,250
22												
23	CONSULTANTS											
24												
25												
26												
27	OTHER											
28	Outreach (Social Media Subscription)				\$125	\$300	\$300					\$ 725
29												
30												
31	TOTAL OPERATING EXPENSE				\$ 9,240	\$ 16,617	\$ 16,617					\$ 42,474
32												
33	HSA #3											2/2/2022

Date: January 18th, 2022	SITE CHART		FY21/22
AGENCY: Swords to Plowshares Veterans			Program starts 2/01/2022
PROGRAM: Veteran Services at the War Memorial Veterans Building			
CONTRACT MAILING ADDRESS:	401 Van Ness Avenue, Suite 313, San Francisco, CA 94102	Agency's web site:	www.swords-to-plowshares.org
DIRECTOR:	Michael Blecker	PHONE NO.:	(415)252-4788 x221
Name of Site	War Memorial Veterans Building		
Address and Zip	401 Van Ness Avenue, Suite 313, 94102		
Phone Number	(415) 727-VETS (8387) or (415) 252-4788		
Fax Number	(415) 558-8628		
Neighborhood	Civic Center/Hays Valley		
Supervisory District No.	5		
Site Manager/Coordinator	To be determined		
Days Open	Mon -Yes Tues-Yes Wed- Yes Thursday-Yes Friday-Yes Sat-No Sun-No		
Hours Open	Drop-in Hours 9am to noon M,W,F		
Total number of Annual Service Days	107		
Days Closed (list holidays closed)	New Year's Day, Martin Luther King Day, Presidents' Day, memorial Day, Juneteenth, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve		
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

Date: January 18th, 2022	SITE CHART		FY22/23
AGENCY: Swords to Plowshares Veterans			
PROGRAM: Veteran Services at the War Memorial Veterans Building			
CONTRACT MAILING ADDRESS:	401 Van Ness Avenue, Suite 313, San Francisco, CA 94102	Agency's web site:	www.swords-to-plowshares.org
DIRECTOR:	Michael Blecker	PHONE NO.:	(415)252-4788 x221
Name of Site	War Memorial Veterans Building		
Address and Zip	401 Van Ness Avenue, Suite 313, 94102		
Phone Number	(415) 727-VETS (8387) or (415) 252-4788		
Fax Number	(415) 558-8628		
Neighborhood	Civic Center/Hays Valley		
Supervisory District No.	5		
Site Manager/Coordinator	To be determined		
Days Open	Mon -Yes Tues-Yes Wed- Yes Thursday-Yes Friday-Yes Sat-No Sun-No		
Hours Open	Drop-in Hours 9am to noon M,W,F		
Total number of Annual Service Days	247		
Days Closed (list holidays closed)	New Year's Day, Martin Luther King Day, Presidents' Day, memorial Day, Juneteenth, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve		
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

Date: January 18th, 2022	SITE CHART		FY23/24
AGENCY: Swords to Plowshares Veterans			
PROGRAM: Veteran Services at the War Memorial Veterans Building			
CONTRACT MAILING ADDRESS:	401 Van Ness Avenue, Suite 313, San Francisco, CA 94102	Agency's web site:	www.swords-to-plowshares.org
DIRECTOR:	Michael Blecker	PHONE NO.:	(415)252-4788 x221
Name of Site	War Memorial Veterans Building		
Address and Zip	401 Van Ness Avenue, Suite 313, 94102		
Phone Number	(415) 727-VETS (8387) or (415) 252-4788		
Fax Number	(415) 558-8628		
Neighborhood	Civic Center/Hays Valley		
Supervisory District No.	5		
Site Manager/Coordinator	To be determined		
Days Open	Mon -Yes Tues-Yes Wed- Yes Thursday-Yes Friday-Yes Sat-No Sun-No		
Hours Open	Drop-in Hours 9am to noon M,W,F		
Total number of Annual Service Days	247		
Days Closed (list holidays closed)	New Year's Day, Martin Luther King Day, Presidents' Day, memorial Day, Juneteenth, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve		
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		