



**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: WEDNESDAY, FEBRUARY 1, 2023

SUBJECT: NEW GRANT: SELF-HELP FOR THE ELDERLY
(NON-PROFIT) Residential Video Doorbell Program

DS
EE

GRANT TERM: 2/1/2023-6/30/2027

GRANT AMOUNT:	New	Contingency	Total
	\$175,000	\$17,500	\$192,500

ANNUAL AMOUNT: \$35,000



London Breed
Mayor

Trent Rhorer
Executive Director

	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
Funding Source					
FUNDING:	\$175,000			\$17,500	\$192,500
PERCENTAGE:	100%				100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into a new grant agreement with Self-Help for the Elderly for the provision of the Residential Video Doorbell Program during the period of February 1, 2023 through June 30, 2027, in the amount of \$175,000 plus a 10% contingency for a total grant amount not to exceed \$192,500. The purpose of this grant is to provide the Residential Video Doorbell Program intended to offer free video doorbells delivering a higher level of security and safety to recipients. This grant will provide for the planning, installation, and maintenance of free video doorbells for older adults and adults with disabilities.

Background

During the addback process, the District 4 Supervisor identified funding to provide for the planning and installation of video doorbells for older adults and adults with disabilities. The intention of this program is to enhance safety and security to recipients of the service. The purchase, installation, and ongoing maintenance of the video doorbells will be free to recipients. The recipients for the current fiscal year (FY22/23) will be in district 4. Starting in FY23/24, this program will be open city-wide.

Services to be Provided

- a) Grantee will develop a program promotional flyer and application form. This program will be included on the Grantee's website. Grantee will outreach to community via WeChat, radio ads, and community partners.
- b) Grantee will screen and review all applications to determine eligibility for program.
- c) Once an eligible recipient is identified, an individual appointment will be scheduled for installation and training. Grantee will train the program participant in use of video doorbell, proper care of product, and avenues for troubleshooting and requesting maintenance assistance from Grantee.
- d) Grantee will recruit and train installers of the product.
- e) Grantee will conduct a participant satisfaction survey at the end of each fiscal year of contract.

Selection

Grantee was selected through IB #1073 issued in November 2022.

Funding

This grant is funded through General Funds.

Attachments

Appendix A – Services to be Provided

Appendix B – Budget

**Appendix A – Services to be Provided
Self-Help for the Elderly
Residential Video Doorbell Program
February 1, 2023 – June 30, 2027**

I. Purpose of Grant

The purpose of this grant is to provide a residential video doorbell program intended to offer free video doorbells delivering a higher level of security and safety to recipients. This grant will provide for the planning, installation, and maintenance of free video doorbells for older adults and adults with disabilities. The program will identify San Francisco residents, initially focused on district 4 residents and then expanded to all supervisorial districts, who currently do not have any other video cameras or doorbells installed in their house.

II. Definitions

Adult with a Disability	A person who is 18 to 59 years of age living with a disability
At risk of institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transferring, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
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 Online System.
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive term and unifying term for persons who do not identify as White, who have been historically and systemically disadvantaged by institutionalized and interpersonal racism
DAS	Department of Disability and Aging 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.
Grantee	Self-Help for the Elderly
LGBT/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
Limited English-speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person's primary language.
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
OCM	Office of Contract Management, Human Services Agency
Older Adult	A person who is 60 years of age or older
SF-HSA	Human Services Agency of the City and County of San Francisco
Socially Isolated	Having few social relationships and few people to interact with regularly
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 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 (Chapter 104, Sections 104.1 through 104.9.)

III. Target Population

This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Client Eligibility

To be eligible for services, clients must be:

- 1) An older adult aged 60 years or older *or*
- 2) An adult with a disability, aged 18-59 *and*
- 3) A resident of San Francisco *and*

4) In need of program services and does not currently have video doorbell

V. Description of Services

1. Grantee will develop a program promotional flyer and application form. This program will be included on the grantee website. Grantee will outreach to community via WeChat, radio ads, and community partners.
2. Grantee will screen and review all applications to determine eligibility for program.
3. Once an eligible recipient is identified, an individual appointment will be scheduled for installation and training. Grantee will train the program participant in use of video doorbell, proper care of product, and avenues for troubleshooting and requesting maintenance assistance from Grantee.
4. Grantee will recruit and train installers of the product.
5. Grantee will conduct a participant satisfaction survey at the end of each fiscal year of contract.

VI. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F1).

VII. Service Objectives

On an annual basis, Grantee will meet the following Service Objectives for the Residential Video Doorbell Program detailed below:

Service Objectives	Per each fiscal year - FY22/23 – FY26/27	Total
Recipients of service	200	1,000
Doorbells installed	200	1,000

VIII. Outcome Objectives

On an annual basis, Grantee will meet the following Outcome Objectives:

1. At least 85% of program recipients will express satisfaction with the installation of the video doorbell.*

2. At least 85% of program recipients will express that any maintenance issues were addressed timely.*
3. At least 85% of recipients will express an increased sense of safety and security in their home.*

**Based on a survey created by the grantee with input from DAS.*

IX. Reporting Requirements

1. Grantee will provide a monthly report of activities as described in Section V. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
2. Grantee will enroll eligible consumers, if applicable, into the program funded through this grant agreement by entering the consumer data obtained from consumers using the DAS provided or DAS approved intake form into the CA.GetCare database in accordance to DAS policy.
3. 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.
4. Grantee will enter monthly reports into the CARBON database system that includes the following information:
 - Number of unduplicated consumers served during the month.
 - Number of units of service provided during the month.
5. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VI and VII, Service Objectives and Outcome Objectives, respectively. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
6. Grantee shall issue a fiscal closeout report at the end of the fiscal year. The Grantee will submit the report to SF-HSA through CARBON system no later than July 31 each grant year.
7. Grantee will provide an annual satisfaction survey report to DAS by March 15 each grant year or a mutually agreed upon date between DAS and the Grantee.

8. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10 (for July 1 – December 31 data) and July 10 (for January 1 – June 30 data).
9. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA and/or DAS.

For assistance with reporting requirements or submission of reports, contact:

Tim.Vo@sfgov.org
Contract Manager, HSA
Office of Contract Management

or

Melissa.McGee@sfgov.org
Program Manager, DAS
Office of Community Partnerships

X. Monitoring Activities

1. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; consumer/peer ambassador eligibility and any targeted mandates, back up documentation for the units of service and all reporting including the log of service units; sign-in sheets of consumers who participated in services if applicable, progress of service and outcome objectives; how consumer records are collected and maintained if applicable; 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 security awareness training; program operation, which includes a review of a written policies and procedures manual of all DAS 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; a board of director list and whether services are provided appropriately according to Sections III, IV, V, VI, VII, and VIII.
2. 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	G
1	Appendix B, Page						
2	Document Date: 12/28/2022						
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY						
4	BY PROGRAM						
5	Contractor's Name			Contract Term			
6	Self-Help for the Elderly						
7	(Check One) New Renewal <input type="checkbox"/> Modification <input type="checkbox"/>						
8	If modification, Effective Date of Mod.			No. of Mod.			
9	Program: Ring Video Project						
10	Budget Reference Page No.(s)						
11	Program Term	FY 22/23	FY 23/24	FY 24/25	FY 25/26	FY 26/27	Total
12	Expenditures						
13	Salaries & Benefits	\$4,565	\$4,565	\$4,565	\$4,565	\$4,565	\$22,825
14	Operating Expense	\$30,435	\$30,435	\$30,435	\$30,435	\$30,435	\$152,175
15	Subtotal	\$35,000	\$35,000	\$35,000	\$35,000	\$35,000	\$105,000
16	Indirect Percentage (%)	0%	0%	0%	0%	0%	0%
17	Indirect Cost (Line 16 X Line 15)	\$0	\$0	\$0	\$0	\$0	\$0
18	Capital Expenditure	\$0	\$0	\$0	\$0	\$0	\$0
19	Total Expenditures	\$35,000	\$35,000	\$35,000	\$35,000	\$35,000	\$175,000
20	HSA Revenues						
21	General Fund						
22	DAS-Add Back	\$35,000	\$35,000	\$35,000	\$35,000	\$35,000	\$175,000
23							
24							
25							
26							
27							
28							
29	TOTAL HSA REVENUES	\$35,000	\$35,000	\$35,000	\$35,000	\$35,000	\$175,000
30	Other Revenues						
31							
32	In-Kind - Staff	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$10,000
33							
34							
35	Total Revenues	\$37,000	\$37,000	\$37,000	\$37,000	\$37,000	\$185,000
36							
38	Prepared by: Leny Nair	Telephone No.: 415-677-7682				Date 12/28/2022	
39	HSA-CO Review Signature: _____						
40	HSA #1						11/15/2007

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Appendix B, Page														
2	Document Date:														
3															
4	Program Name:														
5	(Same as Line 9 on HSA #1)														
6															
7	Operating Expense Detail														
8															
9															
10															
11															
12	<u>Expenditure Category</u>		<u>TERM</u>	<u>FY 22/23</u>	<u>FY 23/24</u>	<u>FY 24/25</u>	<u>FY 25/26</u>	<u>FY 26/27</u>			<u>TOTAL</u>				
13	Rental of Property														
14	Utilities(Elec, Water, Gas, Phone, Scavenger)														
15	Office Supplies, Postage														
16	Building Maintenance Supplies and Repair														
17	Printing and Reproduction														
18	Insurance														
19	Staff Training														
20	Staff Travel-(Local & Out of Town)														
21	Rental of Equipment														
22	<u>CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE</u>														
23															
24	Ring Video Installers @ \$50/ring video installed			\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$			50,000	
25															
26															
27															
28	OTHER														
29															
30	Outreach			\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$			1,000	
31	Supplies for Installation			\$235	\$235	\$235	\$235	\$235	\$235	\$235	\$			1,175	
32	Ring Video (200 units @ \$100 each)			\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$			100,000	
33															
34															
35	TOTAL OPERATING EXPENSE			\$30,435	\$30,435	\$30,435	\$30,435	\$30,435	\$30,435	\$30,435	\$			152,175	
36															
37	HSA #3														11/15/2007