



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

Department of Benefits  
and Family Support

Department of Disability  
and Aging Services

P.O. Box 7988  
San Francisco, CA  
94120-7988  
[www.SFHSA.org](http://www.SFHSA.org)

**MEMORANDUM**

**TO:** DISABILITY AND AGING SERVICES COMMISSION

**THROUGH:** KELLY DEARMAN, EXECUTIVE DIRECTOR

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

**DATE:** MAY 3, 2023

**SUBJECT:** NEW GRANT: **INDEPENDENT LIVING RESOURCE CENTER SAN FRANCISCO TO DAS WHEELCHAIR REPAIR AND USER SUPPORT SERVICES PROGRAM**

DS  
EE

**GRANT TERM:** 7/1/2023-6/30/2027

<b>GRANT AMOUNT:</b>	New	Contingency	Total
	\$1,240,000	\$124,000	\$1,364,000

**ANNUAL AMOUNT**

<u>FY23/24</u>	<u>FY24/25</u>	<u>FY25/26</u>	<u>FY26/27</u>
\$310,000	\$310,000	\$310,000	\$310,000



**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

<b>Funding Source</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING:</b>	\$1,240,000			\$124,000	\$1,364,000
<b>PERCENTAGE:</b>	100%			100%	

The Department of Disability and Aging Services (DAS) requests authorization to enter into a grant with Independent Living Resource Center San Francisco for the DAS Wheelchair Repair and User Support Services Program period of July 1, 2023 to June 30, 2027, in an amount of \$1,240,000, plus a 10% contingency for a total amount not to exceed \$1,364,000. The purpose of the grant is to fund wheelchair repairs including emergency, on-the-spot repairs and longer, more advanced repairs, preventative maintenance, and a support services program that



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

P.O. Box 7988  
San Francisco, CA  
94120-7988  
[www.SFHSA.org](http://www.SFHSA.org)

includes loaner wheelchairs and other equipment, rescue rides, claims assistance, repair workshops and maintenance education.

**Background**

DAS is responsible for planning, administering, and delivering a variety of services to assist older adults and adults with disabilities and their families. The programs and services aim to maximize self-sufficiency, safety, health, and independence so older adults and adults with disabilities may live in the community for as long as possible while maintaining the highest quality of life.

Wheelchairs restore mobility to people who are unable to walk or have limited ability to do so. They allow millions of Americans the opportunity to participate in daily activities and community life. This improves physical and mental well-being and overall quality of life. A wheelchair should be safe, reliable, and match functional needs. As with a car or motorcycle, a wheelchair can break down, leaving their users stranded. Factors like broken pavement, inadequate curb cuts or soft terrain, steep inclines, inclement weather, and poor wheelchair design can contribute to this.

When wheelchair technology or parts quit working, a quick fix is essential. However, research indicates that more than 50% of wheelchairs break down in a typical six-month period. One study found that among veterans the number is as high as 88%. When a chair breaks, it can take a long time to get it fixed. Experts put the average at two to four weeks, but stories of people waiting six months or longer for a wheelchair repair are common. Lack of routine maintenance, the complexity of modern power wheelchairs, a shortage of qualified repair providers, insurance bureaucracy, and a limited inventory of common parts all contribute to frequent break downs and extended repair times.

When a wheelchair breaks, people often find themselves stranded in the street or on a sidewalk, out in public, and without transportation. It can often lead to an emergency or unsafe situation. While waiting for repairs, people can be stranded at home, unable to go to work or school, stuck in bed, or forced to use a chair that doesn't fit. When this happens, a person is at an increased risk of developing medical complications, financial debt, and hospitalization.

In San Francisco, broken wheelchairs, becoming stranded, and lengthy repair times are all too common. In 2022, advocacy from the Disability



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

P.O. Box 7988  
San Francisco, CA  
94120-7988  
[www.SFHSA.org](http://www.SFHSA.org)

Community resulted in a Board of Supervisors addback for wheelchair repair support. From this, the Department of Disability and Aging Services has recognized the significant need for a long-term program wheelchair repair and user support services program.

**Services to be Provided**

The grantee will develop and provide a wheelchair repair and user support services program for older adults and adults with disabilities who use wheelchairs and live or work in the City and County of San Francisco. Through this program, wheelchair users will have access to emergency, same-day and longer-term wheelchair repairs. User support services include preventative maintenance, emergency transportation if their device breaks down, loaner wheelchairs and other emergency equipment, and workshop opportunities to learn about upkeep, basic repairs and assistive technology.

Services will be provided Monday through Friday from 9:00am through 5:00pm at 825 Howard Street in San Francisco. Additionally, emergency transportation, repair workshops, and maintenance and assistive device education will be available in the evenings and on weekends.

**Selection**

Grantee was selected through Request for Proposals #1065, which was competitively bid in February 2023.

**Funding**

Funding for this grant is provided through County General Funds.

**ATTACHMENTS**

Appendix A

Appendix B

**Appendix A – Services to be Provided**  
**Independent Living Resource Center of San Francisco**  
**Wheelchair Repair and User Support Services Program**  
**July 1, 2023 – June 30, 2027**

**I. Purpose of Grant**

The purpose of this grant is to provide wheelchair repairs and user support services to older adults and adults with disabilities who live or work in San Francisco. It will provide wheelchair repairs including emergency, on-the-spot repairs and longer, more advanced repairs, preventative maintenance, and a support services program that includes loaner wheelchairs and other equipment, rescue rides, claims assistance, repair workshops and maintenance education.

**II. Definitions**

Adult with a Disability	A person 18-59 years of age living with a disability
Assistive Technology	Any item, piece of equipment, software program, or product system that is used to increase, maintain, or improve the functional capabilities of persons with disabilities.
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 units, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing Online System
Caregiver / Caregiver Staff	Adults, 18 years of age or older, who provide in-home care to older adults and/or adults with a disability living in the City
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	Independent Living Resource Center of San Francisco (ILRC)
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	Person who is 60 years or older
SFHSA	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.)
Wheelchair	A manually operated or power-driven device designed primarily for use by an individual with a mobility disability for the main purpose of indoor, or of both indoor and outdoor, locomotion. This includes mobility scooters.
Wheelchair User	An individual with a mobility disability who uses a wheelchair.

### III. Target Population

This program is designed to serve wheelchair users of 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. Eligibility Requirements**

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 *or*
- 4) Live or work in San Francisco *and*
- 5) In need of wheelchair repairs and/or user support services

#### **V. Description of Services**

1. Grantee will develop a wheelchair repair program that includes mobile, same-day wheelchair repairs for easy fixes in addition to non-same-day, more complex repairs.
2. Grantee will develop an on-demand “rescue-rides” emergency transportation program for wheelchair users who experience a breakdown, and whose repair needs are not able to be serviced by same-day, mobile repairs.
3. Grantee will develop and oversee a wheelchair loan program for users whose repair needs are longer than one day or who are awaiting approval for a wheelchair or from their insurance. The loaner program may also be utilized on a case-by-case, as needed basis. A variety of wheelchair and scooter types must be made available.
4. As a supplement to the wheelchair loan program, Grantee will offer additional loaner equipment, such a portable generator, which will support wheelchair users in times of power emergencies.
5. Grantee will offer regular opportunities for wheelchair tune-ups/preventative maintenance outside of repairs for broken devices.
6. Grantee will develop and offer a regular workshop that wheelchair users and caregivers can attend to learn basic wheelchair upkeep and repairs. When applicable, the workshops will meet the linguistic needs of the attendees, including ASL.
7. Grantee will offer insurance claims assistance for wheelchair users needing repairs, replacement parts, new and replacement chairs.

8. Grantee will maintain a supply of wheelchair parts and supplies to complete timely repairs and ameliorate the time-consuming insurance claims process.
9. Grantee will have a written and active outreach plan to connect with the target population and ensure that the target population priorities are included in the plan.
10. Grantee will track and record the units of service provided through this grant agreement and ensure that units of service provided are not “co-mingled” with other DAS funded programs.
11. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules as they apply.
12. Grantee will have policy and procedures that are compliant with local/city, state, and federal regulatory agencies, including the DAS policy memoranda manual

**VI. Location and Time of Services**

Name of Sites	Independent Living Resource Center of San Francisco	
Location	825 Howard Street San Francisco, CA 94103	
Services Hours	Monday-Friday 9:00am-5:00pm	Flexible Hours, Evenings and Weekends
Services	Wheelchair Repairs/ Preventative Maintenance/Wheelchair and Equipment Loans/Claims Assistance/Rescue Rides/Repair Workshop/Maintenance Education	Rescue Rides/Repair Workshop/Maintenance Education

**VII. Service Objectives**

On an annual basis, Grantee will meet the following Service Objectives for the Workforce Support Program detailed in Table A below. Consumers can receive services in more than one category and each type of service received will count as one consumer:

Service Objective	Annual Total (FY23/24-FY26/27)
On-Site Repair/Maintenance/Consultation	35 Consumers
House/Field Repair Calls	30 Consumers
Coordinate Factory Authorized Device Servicing	10 Consumers
Provide Wheelchairs/Scooters on Loan	40 Consumers
Provide Expanded Assistive Technology Support	40 Consumers
Provide Accessible Transportation/Rescue Rides	20 Consumers
Repair/Tune-up/Upkeep Clinics	8 Sessions
Innovative Product Demonstration Events	4 Sessions

\*Note: As this is the first year of a new program, these service objectives will be reviewed by DAS and modified as needed.

### **VIII. Outcome Objectives**

Outcome Objectives are subject to change as the service delivery model is established and/or modified. Outcome Objectives will be tracked using annual client surveys created by Grantee and distributed, collected, and recorded by Grantee. The annual survey is subject to DAS input and approval. On an annual basis, Grantee will meet the following Outcome Objectives:

1. Clients are satisfied with their wheelchair repairs. Target: 85%
2. Clients are satisfied with the ease and wait-time for rescue rides. Target: 85%
3. Clients are satisfied with the support services received, including claims assistance and equipment loans Target: 85%
4. Clients who attended a workshop will have increased skills and knowledge around wheelchair upkeep, maintenance, and basic repairs. Target: 85%
5. Clients report the program was responsive to their needs and felt treated with respect. Target: 95%

### **IX. Reporting Requirements**

1. Grantee will provide a monthly report of activities as described in Section V and VI. 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 in each service category served during the month.
  - Number of units of service in each service category 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](mailto:Tim.Vo@sfgov.org)

Office of Contract Management, HSA

or

[Sara.Hofverberg@sfgov.org](mailto:Sara.Hofverberg@sfgov.org)

Program Analyst, 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 Grant 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.

**HUMAN SERVICES AGENCY BUDGET SUMMARY  
 BY PROGRAM**

Name <b>Independent Living Resource Center San Francisco</b>					Term July 2023 - Jun 2027
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>					
If modification, Effective Date of Mod. _____ No. of Mod. _____					
<b>Program: Wheelchair Repair and User Support Services</b>					
Budget Reference Page No.(s) _____					
Program Term	FY 23/24	FY 24/25	FY 25/26	FY 26/27	Total
<b>Expenditures</b>					
Salaries & Benefits	\$102,361	\$102,361	\$102,361	\$102,361	\$409,444
Operating Expenses	\$114,400	\$95,900	\$95,900	\$95,900	\$402,100
<b>Subtotal</b>	<b>\$216,761</b>	<b>\$198,261</b>	<b>\$198,261</b>	<b>\$198,261</b>	<b>\$811,544</b>
Indirect Percentage (%)	15%	15%	15%	15%	15%
Indirect Cost	\$32,514	\$29,739	\$29,739	\$29,739	\$121,731
Subcontractor/Capital Expenditure	\$60,725	\$82,000	\$82,000	\$82,000	\$306,725
<b>Total Expenditures</b>	<b>\$310,000</b>	<b>\$310,000</b>	<b>\$310,000</b>	<b>\$310,000</b>	<b>\$1,240,000</b>
<b>HSA Revenues</b>					
General Fund	\$310,000	\$310,000	\$310,000	\$310,000	\$1,240,000
<b>Total HSA Revenue</b>	<b>\$310,000</b>	<b>\$310,000</b>	<b>\$310,000</b>	<b>\$310,000</b>	<b>\$1,240,000</b>
<b>Other Revenues</b>					
<b>TOTAL DAS AND NON DAS REVENUE</b>	<b>\$310,000</b>	<b>\$310,000</b>	<b>\$310,000</b>	<b>\$310,000</b>	<b>\$1,240,000</b>
Full Time Equivalent (FTE) _____					
Prepared by: Jerome Lourme		Telephone No.: 415-717-3563 415-717-3563		Date: 11/16/2020	
HSA-CO Review Signature: _____					
<b>HSA #1</b>					<b>3/20/2023</b>

### Salaries & Benefits Detail

Position	Agency Totals		HSA Program		DAS budgeted salary				
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	FY 23/24	FY 24/25	FY 25/26	FY 26/27	Total
Wheelchair Repair Program Coordinator	\$69,175	1.00	100.00%	1.00	\$69,175	\$69,175	\$69,175	\$69,175	\$207,525
Assistive Technology Educator	\$53,494	1.00	10.00%	0.10	\$5,349	\$5,349	\$5,349	\$5,349	\$16,047
Executive Director	\$132,831	1.00	5.00%	0.05	\$6,642	\$6,642	\$6,642	\$6,642	\$19,926
Administrative Director	\$71,805	1.00	2.00%	0.02	\$1,436	\$1,436	\$1,436	\$1,436	\$4,308
<b>Totals</b>	<b>\$327,305</b>	<b>4.00</b>	<b>117.00%</b>	<b>1.17</b>	<b>\$82,602</b>	<b>\$82,602</b>	<b>\$82,602</b>	<b>\$82,602</b>	<b>\$247,806</b>
Fringe Benefits Rate	23.92%								
Employee Fringe Benefits	\$78,294				\$19,759	\$19,759	\$19,759	\$19,759	\$59,277
<b>Total Salaries and Benefits</b>	<b>\$405,599</b>				<b>\$102,361</b>	<b>\$102,361</b>	<b>\$102,361</b>	<b>\$102,361</b>	<b>\$307,083</b>
<b>HSA #2</b>									<b>3/20/2023</b>

Program: Wheelchair Repair and User Support Services  
 (Same as Line 11 on HSA #1)

Appendix B, Page 3  
 Document Date: March 20, 2023

**Operating Expense Detail**

<u>Expenditure Category</u>	FY 23/24	FY 24/25	FY 25/26	FY 26/27	Total
Rental of Property	\$42,400	\$42,400	\$42,400	\$42,400	\$169,600
Utilities (Elec, Water, Gas, Phone, Garbage)	\$8,000	\$8,000	\$8,000	\$8,000	\$32,000
Office Supplies, Postage	\$900	\$900	\$900	\$900	\$3,600
Building Maintenance Supplies and Repair	\$600	\$600	\$600	\$600	\$2,400
Printing and Reproduction	\$500	\$500	\$500	\$500	\$2,000
Insurance	\$2,100	\$2,100	\$2,100	\$2,100	\$8,400
Staff Training	\$2,000	\$2,000	\$2,000	\$2,000	\$8,000
Other Staff Travel (Local)	\$3,200	\$1,200	\$1,200	\$1,200	\$6,800
Rental of Equipment	\$1,000	\$1,000	\$1,000	\$1,000	\$4,000
<u>Consultant</u>					
Sign Language, Translation, Workshop Facilitation	\$4,800	\$4,800	\$4,800	\$4,800	\$19,200
Wheelchair Repair Services	\$5,000	\$5,000	\$5,000	\$5,000	\$20,000
IT Support	\$1,600	\$600	\$600	\$600	\$3,400
Miscellaneous Shared Services	\$2,200	\$200	\$200	\$200	\$2,800
<u>Other</u>					
Dues and Subscriptions	\$1,400	\$1,400	\$1,400	\$1,400	\$5,600
Program Supplies	\$22,000	\$10,000	\$10,000	\$10,000	\$52,000
Emergency Transportation Costs	\$9,200	\$9,200	\$9,200	\$9,200	\$36,800
Program-Specific Conferences & Related Costs	\$3,500	\$3,500	\$3,500	\$3,500	\$14,000
Outreach and Education	\$4,000	\$2,500	\$2,500	\$2,500	\$11,500
<b>Total Operating Expenses</b>	<b>\$114,400</b>	<b>\$95,900</b>	<b>\$95,900</b>	<b>\$95,900</b>	<b>\$402,100</b>
<b>HSA #3</b>					<b>3/20/2023</b>

Program: Wheelchair Repair and User Support Services  
 (Same as Line 11 on HSA #1)

Appendix B, Page 4  
 Document Date: March 20, 2023

**Subcontractor & Capital Expenditure Detail**

<u>Subcontractor Expenditure</u>	FY 23/24	FY 24/25	FY 25/26	FY 26/27	Total
Subcontractor A					
Total Subcontractor Expenditure					
<u>Equipment (Qty)</u>	FY 23/24	FY 24/25	FY 25/26	FY 26/27	Total
Wheelchairs and related equipment	\$30,725	\$82,000	\$82,000	\$82,000	\$276,725
Furniture	\$5,000				\$5,000
Miscellaneous Equipment	\$25,000				\$25,000
Total Equipment Cost	\$60,725	\$82,000	\$82,000	\$82,000	\$306,725
<u>Remodeling</u>	FY 23/24	FY 24/25	FY 25/26	FY 26/27	Total
Remodel A					
Total Remodeling Cost					
<b>Total Capital Expenditure</b>	<b>\$60,725</b>	<b>\$82,000</b>	<b>\$82,000</b>	<b>\$82,000</b>	<b>\$306,725</b>