



**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)



**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

**MEMORANDUM**

**TO:** DISABILITY AND AGING SERVICES COMMISSION

**THROUGH:** KELLY DEARMAN, EXECUTIVE DIRECTOR

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

**DATE:** APRIL 3, 2024

**SUBJECT:** NEW GRANT: VISITACION VALLEY  
NEIGHBORHOOD ASSOCIATION (NON-PROFIT)  
TO PROVIDE COMMUNITY SERVICES PROGRAM-  
COMMUNITY ENGAGEMENT AT 66 RAYMOND  
AVENUE

DS  
EB

**GRANT TERM:** 7/1/2024-6/30/2026

<b>GRANT AMOUNT:</b>	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$140,270	\$14,027	\$154,297

<b>ANNUAL AMOUNT</b>	<u>FY 24/25</u>	<u>FY 25/26</u>
	\$70,135	\$70,135

<b>Funding Source</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING:</b>	\$140,270			\$14,027	\$154,297
<b>PERCENTAGE:</b>	100%			100%	

The Department of Disability and Aging Services (DAS) requests authorization to enter into a grant with Visitacion Valley Neighborhood Association for the period of July 1, 2024 to June 30, 2026, in an amount of \$140,270, plus a 10% contingency for a total amount not to exceed \$154,297. The purpose of the grant is to provide community services programming at 66 Raymond Avenue.

### **Background**

DAS-funded Community Service programs can be most easily identified as the network of community centers located throughout the City and County 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. Program and activity offerings at DAS funded community centers are designed to engage with the community around them while enhancing the cultural, educational, mental, and physical well-being of participants.

Visitacion Valley Neighborhood Association (VVNA) is one of the newest providers in the network. DAS has supported VVNA since 2021 to carry out much needed Community Service programming at Visitacion Valley in District 10.

### **Services to be Provided**

Visitacion Valley Neighborhood Association will offer a variety of scheduled activities and host special events designed to enhance the lives of older adults and adults with disabilities. Activities include dance, singing, art, and exercise classes. Grantee will consider the physical, social, psychological, educational, recreational, and/or creative needs of participants when identifying activities at the center. While the Community Center serves as a hub for operations, services may take place in the community, virtually over the internet, and through other effective means of communication and connection.

### **Selection**

Grantee was selected through Informal Bid (IB) # 1119 which was competitively bid in January 2024.

### **Funding**

Funding for this grant is provided through County General Funds.

### **ATTACHMENTS**

Appendix A – Services to be Provided  
Appendix B – Budget  
Appendix F – Site Chart

**Appendix A - Services to be Provided**  
**Visitacion Valley Neighborhood Association**

**Community Services- Community Engagement at 66 Raymond**

**July 1, 2024 to June 30, 2026**

**I. Purpose**

The purpose of this grant is to provide Community Services programming for older adults and adults with disabilities in San Francisco through site-based community centers. The programming will maintain or improve the well-being of older adults and adults with disabilities by providing activities and services designed to support individuals to live independently in their own homes and communities, reduce social isolation, and serve as an access point for other home and community-based services.

**II. Definitions**

Adult with a Disability	A person 18 years of age or older 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, transfer, 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.
CARBON	Contracts Administration, Reporting and Billing On Line 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
SF DAS 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.

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	Visitacion Valley Neighborhood Association
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.
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.
Socially Isolated	Having few social relationships and few people to interact with regularly.
Social Services	Service units are captured by providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, and emotional support by phone or in person.
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)	An individual who participates in Community Services and the grantee reflects consumer participation in DAS GetCare through enrollment.

### 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:

- 1) Persons with low income
- 2) Persons who are socially isolated
- 3) Persons with limited English-speaking proficiency
- 4) Persons from communities of color
- 5) Persons who identify as LGBTQ+
- 6) Persons at risk of institutionalization

### IV. Eligibility for Services

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 Community Services

### V. Location and Time of Services

The grantee will provide Community Services programming at Visitacion Valley Community Center, located at 66 Raymond Avenue, San Francisco. The details of the sites and operation hours are located in the site chart.

### VI. Description of Services and Program Requirements

1. Grantee will provide Community Services programming for older adults and adults with disabilities. Community Services programming shall consist of activities and services that focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older adults and adults with disabilities. Activities and services may be provided in the grantee's community center, in the community, via telephone, virtually over the internet, and through other effective means of communication and connection. There are three categories of Community Services programming:
  - i. 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 group activity that brings people together for education or wellness purposes, provides opportunities for connection with other

participants, and that help participants maintain or enhance their level of functioning.

- ii. 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 may include translation for an individual, such as translation of forms, letters, applications, or phone calls, and may also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements or presentations.
- iii. Social Services: The provision of one-to-one assistance to individuals that enables 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.

Grantee will solely provide activity scheduling for their Community Services program.

2. Grantee will ensure that service offerings in the three categories of Community Services are designed to:
  - i. Provide quality services that attain a high satisfaction level from participants.
  - ii. Provide services that meet the needs of individual participants.
  - iii. Provide physical activities that may improve the health of participants.
  - iv. Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
  - v. Provide activities to increase socialization opportunities for individual consumers.
3. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
4. 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 15<sup>th</sup> each grant year or on a mutually agreed upon date between DAS OCP and the grantee. At a minimum, the consumer response rate shall be at least 35% of the annual unduplicated consumers.
5. 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.
6. Grantee will ensure that units of service provided are tracked and distinguishable.
7. 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.
8. 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:

<b>Table A- Community Services</b>	Annually
Unduplicated Consumers (UDC)	100
Activity Scheduling	1538

## VIII. Outcome Objectives

### Community Services

1. Consumers receive the services and/or activities they need from the agency. Target: 80%
2. Consumers who participate in physical activity programming report a positive impact on their health. Target: 80%
3. Consumers who received social services or translation assistance, or participated in an educational program, report the services helped to improve their lives. Target: 80%
4. Consumers report an increase in their socialization opportunities and interaction with others. 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

1. 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 SF DAS GetCare database in accordance to DAS OCP policy memorandum.
2. Grantee will enter into the SF DAS GetCare Service Unit section all service objectives by the 5th working day of the month for the preceding month.
3. Grantee will enter monthly reports and metrics into the CARBON database system by the 15th of the following month that includes the following information:
  - Number of unduplicated consumers served
  - Number and type of service units provided
4. 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.
5. 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.

6. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAS 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.
7. 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<sup>st</sup> of each grant year. The grantee must submit the report in the CARBON system.
8. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
9. 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 10<sup>th</sup> (June-December data) and July 10<sup>th</sup> (January-June data).
10. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
11. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and the California Department of Aging (CDA) Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
12. 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.
13. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.
14. For assistance with reporting and contract requirements, please contact:

Sarah Chan  
Program Analyst  
DAS OCP  
[Sarah.Chan@sfgov.org](mailto:Sarah.Chan@sfgov.org)

and

Tara Alvarez  
Contract Manager  
HSA OCM  
[Tara.Alvarez@sfgov.org](mailto:Tara.Alvarez@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 DAS 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.



Program: Community Engagement at 66 Raymond Avenue

**Operating Expense Detail**

<u>Expenditure Category</u>	<u>TERM</u>	<u>TOTAL</u>		
		<u>7/1/24-6/30/25</u>	<u>7/1/25-6/30/26</u>	<u>7/1/24-6/30/26</u>
<u>Rental of Property</u>		\$4,800	\$4,800	\$ 9,600
<u>Utilities(Elec, Water, Gas, Phone, Scavenger)</u>		\$3,000	\$3,000	\$ 6,000
<u>Office Supplies, Postage</u>		\$525	\$525	\$ 1,050
<u>Building Maintenance Supplies and Repair</u>		\$4,800	\$4,800	\$ 9,600
<u>Printing and Reproduction</u>				
<u>Insurance</u>		\$4,500	\$4,500	\$ 9,000
<u>Staff Training</u>				
<u>Staff Travel-(Local &amp; Out of Town)</u>				
<u>Rental of Equipment</u>				
<b>OTHER</b>				
<u>Stipends for instructors (Line Dancing,TaiChi, Latin Dancing &amp; Singing/Choir)</u>		\$2,000	\$2,000	\$ 4,000
<u>Subcontractor - Program Director</u>		\$16,800	\$16,800	\$ 33,600
<u>Subcontractor - Admin/Program Support Specialist</u>		\$12,420	\$12,420	\$ 24,840
<u>Subcontractor - Program Support Specialist</u>		\$12,420	\$12,420	\$ 24,840
<u>Subcontractor - Program Assistant</u>		\$5,670	\$5,670	\$ 11,340
<u>Subcontractor - CPA for tax preparation &amp; Bookkeeper for accounting service</u>		\$3,200	\$3,200	\$ 6,400
<b>TOTAL OPERATING EXPENSE</b>		<b>\$70,135</b>	<b>\$70,135</b>	<b>\$ 140,270</b>
<b>HSA #3</b>				<b>11/15/2007</b>

APPENDIX F - SITE CHART

HSA / DAS / OFFICE OF COMMUNITY PARTNERSHIPS

AGENCY: Visitacion Valley Neighborhood Association

FISCAL YEAR: 2024-2026

CONTRACT MAILING ADDRESS: 66 RAYMOND AVE, SAN FRANCISCO, CA 94134

DIRECTOR: PING LING MAI (JENNY MAI)

PHONE NO.: 415-624-9990

<p>SITES: (Community Services) <b>Name of Site</b></p>	<p>Visitacion Valley Community Center</p>				
<p>Address and Zip Phone Number Fax Number Neighborhood Muni Line #s Person in Charge Site Manager</p>	<p>66 RAYMOND AVE SF, CA 94134 415-624-9990 N/A VISITACION VALLEY 8, 8BX, 8AX, 9, 9R, T Line PING LING MAI (JENNY MAI)</p>				
<p>Programs Offered at Site</p>	<p>Mah Jong/Chair Exercise/Walking Combined Activity, Line Dancing, Singing Class, Tai Chi, Latin Dancing</p>				
<p>Days Open</p>	<p><input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thurs <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat <input checked="" type="checkbox"/> Sun</p>	<p><input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun</p>	<p><input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun</p>	<p><input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun</p>	<p><input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun</p>
<p>Hours Open</p>	<p>9:30AM - 2:30PM M-F 2:00PM-4:30PM Saturday 9:20AM - 4:30PM Sunday</p>				
<p>Hours of <u>scheduled</u> programming</p>	<p>9:30AM - 2:30PM M-F 2:00PM-4:30PM Saturday 9:20AM - 4:30PM Sunday</p>	<p>10AM-12PM, 7PM-9PM THURSDAY VIRTUAL SERVICE  7PM-9PM FRIDAY VIRTUAL SERVICE</p>			

Days closed	FEDERAL HOLIDAYS, LUNAR NEW YEAR, POST-THANKSGIVING, CHRISTMAS EVE, NEW YEAR'S EVE			
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No