



Department of Benefits  
and Family Support

Department of Disability  
and Aging Services

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**London Breed**  
Mayor

**Trent Rorer**  
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:** MAY 8, 2024 DS  
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**SUBJECT:** NEW GRANT: **LIGHTHOUSE FOR THE BLIND AND VISUALLY IMPAIRED** (NON-PROFIT) TO PROVIDE TRANSPORTATION SERVICES

**GRANT TERM:** 7/1/2024-6/30/2028

<b>GRANT AMOUNT:</b>	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$122,329	\$12,233	\$134,562

<b>ANNUAL AMOUNT</b>	<u>FY 24/25</u>	<u>FY 25/26</u>	<u>FY26/27</u>	<u>FY 27/28</u>
	\$29,461	\$30,345	\$30,952	\$31,571

<b>Funding Source</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING:</b>	\$122,329			\$12,233	\$134,562
<b>PERCENTAGE:</b>	100%				100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into a grant with LightHouse for the Blind and Visually Impaired for the period of July 1, 2024, to June 30, 2028, in an amount of \$122,329, plus a 10% contingency for a total amount not to exceed \$134,562. The purpose of the grant is to provide transportation services (by way of taxi vouchers) to seniors and adults with disabilities.

### **Background**

Grantee LightHouse for the Blind and Visually Impaired has organizational roots in San Francisco dating back to 1902. Current service offerings are extensive with notable programs including Community Services, SF Connect computer lab, skills training, employment immersion, and counseling services. The Grantee has administered the taxi voucher grant since 2007.

Many adults with disabilities experience a variety of barriers because of their disability, mobility issues, and/or need for assistance that prevent them from using public transportation such as Paratransit vans, MUNI buses, trains, etc. These barriers interfere with consumer access to medical appointments, community and legal services and benefits counseling, among other services. The use of existing taxi systems can assist these consumers when public transportation cannot.

### **Services to be Provided**

The Grantee will provide taxi vouchers to adults with disabilities aged 18 and older, who are not able to use public transportation to arrive at the following destinations: medical appointments, therapy appointments, rehabilitation services, legal services, benefit counseling, food pantries, congregate meals and community center programs. Grantee will manage client intake and eligibility as well as issuance of and processing/payment of taxi vouchers. The grantee will provide 600 one-way trips for 50 unduplicated consumers annually.

### **Selection**

Grantee was selected through IB 1130 which was competitively bid in February 2024.

### **Funding**

Funding for this grant is provided through County General Funds.

### **ATTACHMENTS**

Appendix A – Services to be Provided  
Appendix B – Program Budget

## APPENDIX A – SERVICES TO BE PROVIDED BY GRANTEE

### Lighthouse for the Blind and Visually Impaired Effective July 1, 2024 to June 30, 2028 Transportation Services

#### I. Purpose

The purpose of this grant is to maintain or improve the well-being of adults with disabilities aged 18 and older by providing access to taxi service through the use of vouchers. Many adults with disabilities are not able to utilize existing transportation services including Paratransit vans, MUNI buses, trains, etc., because of disability, mobility issues, and/or need for assistance. Lighthouse for the Blind and Visually Impaired transportation program offers vouchers to utilize existing San Francisco taxi services to eligible community members.

#### II. Definitions

Adult with a Disability	Person 18-59 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.
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.
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.
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	Lighthouse for the Blind and Visually Impaired.
HSA	Human Services Agency of the City and County of San Francisco.
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.
Older Adult	Person who is 60 years or older. Used interchangeably with Senior.
OCP	Office of Community Partnerships
Socially Isolated	Having few social relationships and few people to interact with regularly.
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> ).

### 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 Transportation Services

To be eligible for services, clients must be:

- 1) A resident of San Francisco.
- 2) Aged 18 and above with a permanent disability and unable to use public transportation as certified by a physician.

**V. Description of Services**

Lighthouse will provide one-way taxi vouchers to individuals who are not able to use public transportation for a variety of reasons related to disability, mobility, and/or need for assistance. Taxi vouchers support transportation to the following types of destinations: medical appointments, physical therapy, occupational therapy or psychotherapy, other rehabilitation services, legal services, benefits counseling, food pantries, congregate meals and community center programs. Lighthouse will manage all aspects of the program including client intake, eligibility determination and issuance of and processing/payment of taxi vouchers. Lighthouse will also maintain relationships with taxi services that accept the vouchers as payment.

**VI. Service Objectives**

On an annual basis, Grantee will meet the following service objectives for the OCP Taxi Voucher Program:

- Grantee will serve 50 unduplicated consumers.
- Grantee will provide taxi vouchers to consumers to travel from one location to another for a total of 600 one-way trips.

**VII. Outcome Objectives**

- A. At least 75% of surveyed participants will indicate that the Taxi Voucher Program helped them access services and resources that improved their health condition or quality of life.
- B. At least 35% of program participants will complete and return an annual consumer satisfaction survey.

**VIII. Reporting and Other Requirements**

Grantee will provide various reports during the term of the grant agreement.

- 1) Grantee will enter into SF DAS GetCare the consumer data including the Intake Form by the 5th working day of the month for the preceding month's services.
- 2) Grantee will enter into the SF DAS GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- 3) 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.
- 4) Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VI & VII – Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee, and the destinations of the voucher users. Grantee will enter the annual metrics in the

CARBON database by the 15th of the month following the end of the program year on an annual basis.

- 5) 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.
- 6) 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 into the CARBON system.
- 7) Grantee will provide an annual consumer satisfaction survey report to OCP by March 15 each grant year. Response rate will be at least 35% of contracted unduplicated consumers.
- 8) Grantee will develop and maintain with OCP's approval, an updated Site Chart (using OCP's format) with details about the program.
- 9) Grantee shall develop and deliver a bi-annual summary report of SOGI data collected in the year as requested by DAS/HSA. The due dates for submitting the summary report are January 10th (for July 1 – December 31 data) and July 10th (for January 1 – June 30 data).
- 10) 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.
- 11) Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
- 12) Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.
- 13) For assistance with reporting and contract requirements, please contact:

Dong Liu  
Program Analyst  
DAS, Office of Community Partnerships  
[dong.c.liu@sfgov.org](mailto:dong.c.liu@sfgov.org)

Jason Chommanard  
Contract Manager  
HSA Office of Contract Management  
[jason.chommanard@sfgov.org](mailto:jason.chommanard@sfgov.org)

## **IX. Monitoring Activities**

- 1) 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 SF 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 V, VI, and VII.

- 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.

**HUMAN SERVICES AGENCY BUDGET SUMMARY  
BY PROGRAM**

**Lighthouse for the Blind and Visually**

<b>Lighthouse for the Blind and Visually Impaired</b>	Term 7/1/24 - 6/30/28
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(Check One) New  Renewal  Modification   
 If modification, Effective Date of Mod. \_\_\_\_\_ No. of Mod. \_\_\_\_\_

**Program: Transportation**

Budget Reference Page No.(s)					(Total)
Program Term	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/24 - 6/30/28
<b>DAS Expenditures</b>					
Salaries & Benefits	\$12,733	\$13,116	\$13,509	\$13,914	\$53,272
Operating Expenses	\$14,050	\$14,470	\$14,629	\$14,787	\$57,936
<b>Subtotal</b>	\$26,783	\$27,586	\$28,138	\$28,701	\$111,208
Indirect Percentage (%)	10.00%	10.00%	10.00%	10.00%	10.00%
Indirect Cost	\$2,678	\$2,759	\$2,814	\$2,870	\$11,121
Capital/Subcontractor Expenditures					
<b>Total DAS Expenditures</b>	\$29,461	\$30,345	\$30,952	\$31,571	\$122,329
<b>DAS Revenues</b>					
<b>Total DAS Revenue</b>	\$29,461	\$30,345	\$30,952	\$31,571	\$122,329
<b>Non DAS Revenues</b>					
<b>Total Non DAS Revenue</b>					
<b>TOTAL DAS AND NON DAS REVENUE</b>	\$29,461	\$30,345	\$30,952	\$31,571	\$122,329
Full Time Equivalent (FTE)	0.67	0.67	0.67	0.67	2.68

Prepared by: Hassan Jamshed

Date: April 16, 2024

HSA-CO Review Signature:

HSA #1



Lighthouse for the Blind and Visually Impaired  
 Program: Transportation

Appendix B, Page 2  
 Date: 4/5/2024

**Salaries & Benefits Detail**

DAS Salaries & Benefits	Agency Totals		HSA Program		7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	(Total) 7/1/24 - 6/30/28
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Position Title									
Receptionist Team Lead (CP)	\$51,441	0.67	28%	0.19	\$9,646	\$9,936	\$10,234	\$10,541	\$40,357
<b>Totals</b>	<b>\$51,441</b>	<b>0.67</b>	<b>27.99%</b>	<b>0.19</b>	<b>\$9,646</b>	<b>\$9,936</b>	<b>\$10,234</b>	<b>\$10,541</b>	<b>\$40,357</b>
Fringe Benefits Rate	32.00%								
Employee Fringe Benefits	\$16,461				\$3,087	\$3,180	\$3,275	\$3,373	\$12,915
<b>Total DAS Salaries and Benefits</b>	<b>\$67,902</b>				<b>\$12,733</b>	<b>\$13,116</b>	<b>\$13,509</b>	<b>\$13,914</b>	<b>\$53,272</b>
<b>HSA #2</b>									

**Operating Expense Detail**

	<u>7/1/24 - 6/30/25</u>	<u>7/1/25 - 6/30/26</u>	<u>7/1/26 - 6/30/27</u>	<u>7/1/27 - 6/30/28</u>	(Total) <u>7/1/24 - 6/30/28</u>
<b>DAS Operating Expenses</b>					
<u>Expenditure Category</u>					
Rental of Property					
Utilities(Elec, Water, Gas, Phone, Scavenger)					
Office Supplies, Postage					
Building Maintenance Supplies and Repair					
Printing and Reproduction					
Insurance					
Licenses and Fees					
Staff Training					
Staff Travel					
Rental of Equipment					
<u>Consultants/Subcontractors</u>					
<u>Other</u>					
Taxi Costs	\$14,050	\$14,470	\$14,629	\$14,787	\$57,936
Survey Incentives					
<b>Total DAS Operating Expenses</b>	<b>\$14,050</b>	<b>\$14,470</b>	<b>\$14,629</b>	<b>\$14,787</b>	<b>\$57,936</b>
<b>HSA #3</b>					