



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

MEMORANDUM

Department of
Benefits
and Family
Support

Department of
Disability
and Aging
Services

P.O. Box 7988
San Francisco,
CA
94120-7988



**London
Breed**
Mayor

Trent Rhorer
Executive

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

SUBJECT: GRANT MODIFICATION: **FELTON INSTITUTE (NON-PROFIT)** FOR PROVISION OF EMPLOYMENT NAVIGATION AND BENEFITS SUPPORT

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	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
GRANT TERM:	01/01/23- 6/30/24	7/1/24- 6/30/26	01/01/23- 06/30/26		
GRANT AMOUNT:	\$387,626	\$542,327	\$929,953	\$92,995	\$1,022,948
ANNUAL AMOUNT:	<u>FY 22/23</u>	<u>FY 23/24</u>	<u>FY 24/25</u>	<u>FY 25/26</u>	
	\$128,251	\$259,375	\$267,156	\$275,171	
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$929,953			\$92,995	\$1,022,948
PERCENTAGE:	100%				100%

The Department of Disability and Aging Services (DAS) requests authorization to modify the existing grant agreement with Felton Institute for the period of July 1, 2024 through June 30, 2026, in the additional amount of \$542,327 plus a 10% contingency for a revised total amount not to exceed \$1,022,948. The purpose of this modification is to extend the existing grant agreement for an additional two years.

Background

For older adults and adults with disabilities, participating in the workforce offers benefits beyond just financial gain. Employment fosters social connections, a sense of purpose, and the ability to share existing knowledge and skills. However, for many of those on means-tested benefits, the complexity of rules and regulations of benefit programs creates barriers to the pursuit of employment.

Since January 2023, Felton Institute has developed the Employment Navigation and Benefits Support Program aimed to reduce barriers for those on means-tested benefits and support their seeking employment. They conducted a robust branding and outreach campaign to promote the program with well-designed presentations and materials in multiple languages.

Felton Institute is dedicated to providing comprehensive benefit counseling services through one-on-one counseling sessions and workshops to assist consumers with gaining knowledge about benefit systems. The program works to clarify misconceptions that may exist about various program qualifications, allowing consumers to make informed decisions to proceed with employment.

This program has received very positive feedback from its consumers at the annual survey that took place a couple of months ago. One hundred percent (100%) of the survey participants rated the overall quality of the program as good to excellent.

Services to be Provided

Grantee will provide comprehensive services designed to increase knowledge about returning to work while on means-tested benefits. The program supports consumers as they balance the two and connects consumers to legal services should their benefits be compromised due to employment.

These services include:

Grantee will offer one-on-one counseling sessions to provide information on benefits rules as well as general guidance on job search. Grantee staff will work with consumers to establish individualized objectives and action plans based on each consumer's specific situation. Assistance may include help with preparing and filing relevant

documents in accordance with reporting responsibilities for beneficiaries.

Grantee will provide in-person or virtual workshops and educational materials on various benefit programs and to address the common concerns and/or barriers for consumers in pursuing employment.

In the event of disruption of benefits, Grantee shall have a Memorandum of Understanding in place with a local legal services agency to facilitate referrals of consumers for legal assistance.

Grantee will engage in multiple forms of outreach to raise awareness of program services. Examples include presentations at off-site community events and to partner organizations, informational tabling events at job fairs, promotional materials provided to various agencies, public service announcements on public radio, etc.

Administration and program services will be based at Felton Institute offices located at 1388 Sutter Street in San Francisco. Offices at this location are open Monday through Friday, 8 am to 5 pm.

Selection

Grantee was selected through Request for Proposals (RFP) #1031, which was competitively bid in August of 2022.

Funding

Funding for this grant is provided through County General Funds.

ATTACHMENTS

- Appendix A-1, Services to be Provided
- Appendix B-1, Budget
- Appendix F, Site Chart

APPENDIX A-1 - SERVICES TO BE PROVIDED

FELTON INSTITUTE

EMPLOYMENT NAVIGATION AND BENEFITS SUPPORT

Effective July 1, 2024 to June 30, 2026

I. Purpose

The purpose of this grant is to reduce barriers to re-entry to employment for older adults and adults with disabilities who currently receive means-tested benefits. A continuum of support services will be provided to encourage and support consumers to navigate benefit rules while maintaining meaningful employment.

II. Definitions

Adult with a Disability	A 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.
CARBON	Contracts Administration, Reporting, and Billing Online System
CDA	California Department of Aging; a State of California agency which administers programs that serve older adults and adults with disabilities
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, and 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	Organization receiving funds to administer the Employment Navigation and Benefits Support Program – Felton Institute
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.
OCM	Office of Contract Management, Human Services Agency
OCP	Office of Community Partnerships
Older Adult	A person who is 60 years or older, used interchangeably with senior
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.
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 consumers they serve (Chapter 104, Sections 104.1 through 104.9).
Unduplicated Consumer (UDC)	A unique consumer receiving services from this program

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:

- A. Persons with low income
- B. Persons who are socially isolated
- C. Persons with limited English-speaking proficiency
- D. Persons from communities of color
- E. Persons who identify as LGBTQ+
- F. Persons at risk of institutionalization

IV. Participant Eligibility

To be eligible for services, participants must be:

- A. An older adult aged 60 years or older or
- B. Person 18 years of age or older with a disability and
- C. A resident of San Francisco and
- D. In need of employment and benefits counseling services

V. Location and Time of Services

Program administration is based at Felton Institute offices located at 1388 Sutter Street, Suite 600 in San Francisco. The details of the service sites and operation hours are attached in the Site Chart (Appendix F).

VI. Description of Services

In support of the purpose of this program, Grantee will be responsible for the following program components:

One-on-One Benefit Counseling & Employment Support:

Grantee will offer one-on-one counseling sessions to provide information on benefits rules as well as general guidance on job search. Grantee staff will work with consumers to establish individualized objectives and action plans based on each consumer's specific situation. Grantee may assist consumers with job search and/or refer them to other employment support programs that are more appropriate for their situations.

Workshops and Resources:

Grantee will provide workshops including presentations and educational materials covering common means-tested benefit programs and how their rules interact with wages earned from employment. This shall include information on Social Security, Supplemental Security Income, and Medi-Cal programs. Presentations and materials will be designed to encourage the pursuit of employment and address common concerns

creating barriers for consumers. It may also include technology educational sessions on how to access online benefit accounts and online benefit information. Grantee shall provide translations of all materials and ensure language access options for participants.

Reporting and Retention Support:

For consumers obtaining a new employment or being already employed, Grantee shall provide ongoing support to consumers in navigating the rules and responsibilities tied to their means-tested benefits. Grantee staff will provide ongoing guidance and assistance to consumers regarding their earning limits, reporting responsibilities, and other requirements.

Employment, Advocacy, and Follow-Up:

Grantee staff shall be able to identify situations that may need legal advocacy to assist consumers with benefit issues. Grantee shall develop a Memorandum of Understanding (MOU) with at least one local free legal services agency to ensure successful referrals of consumers from Grantee's program to legal assistance. The MOU shall include policies and procedures requiring consumers' consent to the discussion of their cases between the two service providers. The consent will allow the legal services agency to obtain information of the consumer's situation, coordinate with Grantee, and provide assistance such as documentation and/or follow-up.

Outreach and Program Awareness:

Grantee shall engage in outreach efforts to raise public awareness of this program. Grantee will distribute promotional materials, such as flyers and brochures, both electronically and in hard copies. Grantee shall utilize their website, social media channels, newsletters, and other forms of agency communication means to promote this program.

Grantee will provide presentations at off-site community events and reach out to other community-based or government agency sites. Examples include the Employment Development Department, San Francisco Marin Food Bank events, the SF LGBT Center, or other locations. Grantee is encouraged to come up with other outreach ideas and prioritize efforts to engage with the target populations as defined on page 3 above.

Staffing Knowledge and Qualifications:

Grantee acknowledges the complex and often changing rules and regulations of public and private benefits. Grantee shall ensure that experienced and knowledgeable staff are providing information and services to consumers. Grantee staff shall receive trainings and educational opportunities to remain up to date with trends and changes to benefit programs.

VII. Units of Service and Definitions

Service units are defined as follows:

- A. Unduplicated Consumer: unduplicated individuals who enroll in the services offered by this program. This does not count people only attending workshops.
ONE UNIT: One Unduplicated Consumer

- B. Workshops: presentations hosted by Grantee covering topics relevant to the program purpose. Workshops shall include time for questions and answers or other assistance to attendees. At least one workshop shall be recorded and available online on demand.
ONE UNIT: One Hour of Workshop

- C. Benefits Counseling: one-on-one counseling sessions including the review of the consumer's situation, benefit advice and guidance, job search assistance, referral to other services, and other assistance relevant to the program purpose.
ONE UNIT: One Hour of Benefits Counseling

- D. Outreach: Grantee shall host events or activities to raise awareness of the program services. This can be in-person or virtual events.
ONE UNIT: One Hour of Outreach Event/Activity

VIII. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

- A. Grantee will provide services to at least **120** unduplicated consumers.
- B. Grantee will host at least **10** hours of workshops.
- C. Grantee will provide at least **700** hours of benefits counseling.
- D. Grantee will host at least **20** hours of outreach events/activities.

IX. Outcome Objectives

Program impact shall be measured through the administration of an annual consumer survey. Survey format must be approved by OCP Program Analyst each year in advance of administration. At least 35% of program participants will complete the survey annually.

Survey Outcomes:

- A. Consumers report enhanced understanding of their benefit eligibility and the effect of employment income. Target: 75%
- B. Consumers report that participation in this program allowed them to seek or continue employment. Target: 75%
- C. Consumers report that this program helped maintain or increase their overall benefits and income. Target: 75%

D. Consumers rate the quality of the services they received as good to excellent. Target: 85%

X. Reporting Requirements

Grantee shall follow the following reporting requirements during the term of the grant agreement.

- A. Grantee shall record the enrollments of eligible participants using a DAS-OCP approved intake form. Participants' data shall be entered into the SF DAS GetCare database.
- B. Grantee shall enter all the units of services into SF DAS GetCare by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports shall be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS/OCP and Contracts Office staff.
- D. Grantee shall submit response rates and aggregate data from annual participant survey to the assigned DAS/OCP staff by March 15th of each grant year.
- 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 31 each grant year. This report must be submitted to the CARBON system.
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAS/OCP.
- G. Grantee shall collect consumers' SOGI data, which must be entered into SF DAS GetCare.
- H. Grantee shall develop and maintain with OCP's approval, an updated Site Chart (using OCP's format) with details about the program.
- I. Grantee program staff shall complete elder abuse reporting training on an annual basis. Grantee shall maintain the evidence of staff's completion of this training.
- J. Grantee program staff shall complete the California Department of Aging (CDA) Security Awareness Training on an annual basis. Grantee shall maintain the evidence of staff's completion of this training.
- K. Grantee shall develop a grievance policy consistent with DAS/OCP policy memorandum.
- L. 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.

- M. Apart from reports to be sent via email to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Rocio Duenas
Contracts Manager/HSA
P.O. Box 7988
San Francisco, CA 94120
rocio.duenas@sfgov.org

Zhqing Li
DAS, Office of Community Partnerships
P.O. Box 7988
San Francisco, CA 94120
zhiqing.li@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance with specific program standards or requirements, documentation of consumer eligibility and targeted mandates, records of the units of services and all reports, progress of service and outcome objectives, participant records' collection and maintenance, reporting performance including monthly service unit reports on SF DAS Getcare, current organizational chart, evidence of program staff's training on Elder Abuse Reporting and California Department of Aging (CDA) Security Awareness Training, written policies and procedures manuals of all DAS/OCP funded programs, written project income policies if applicable, grievance procedure posted onsite and provided for the homebound consumers, site chart with updated hours of operation, a list of board of directors with age and ethnicity information, and outcomes of service provision according to Sections VI, VII, and VIII.
- 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, and HIPAA compliance.

	A	B	E	F	G	H
1	Appendix B-1, Page 1					
2	HUMAN SERVICES AGENCY BUDGET SUMMARY					
3	BY PROGRAM					
4						
5	Name:			Term:		
6	Felton Institute			1/1/23-6/30/26		
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>					
8	If modification, Effective Date of Mod. 7/1/24 No. of Mod. 1					
9	Program: Employment Navigation & Benefits Support					
10	Budget Reference Page No.(s)					
11	Program Term	1/1/23-6/30/23	7/1/23 - 6/30/24	Modification 7/1/24-6/30/25	Modification 7/1/25-6/30/26	TOTAL 1/1/23-6/30/26
12	DAS Expenditures					
13	Salaries & Benefits	\$103,850	\$213,852	\$220,126	\$226,731	\$764,559
14	Operating Expenses	\$5,086	\$11,691	\$12,184	\$12,548	\$41,509
15	Subtotal	\$108,936	\$225,543	\$232,310	\$239,279	\$806,068
20	Indirect Percentage (%)	15%	15%	15%	15%	15%
21	Indirect Cost	\$16,340	\$33,832	\$34,846	35,892	\$120,910
22	Subcontractor/Capital Expenditures	\$2,975	\$0	\$0		\$2,975
23	TOTAL DAS EXPENDITURES	\$128,251	\$259,375	\$267,156	\$275,171	\$929,953
35						
36	HSA-DAS Revenues					
40	TOTAL HSA-DAS REVENUES	\$128,251	\$259,375	\$267,156	\$275,171	\$929,953
41						
42	Non-DAS Revenues					
43						
44						
45						
46						
47	TOTAL NON-DAS REVENUES					
48	Total DAS & Non-DAS Revenues	\$128,251	\$259,375	\$267,156	\$275,171	\$929,953
49	Full Time Equivalent (FTE)					
51	Prepared by: Felton - Ray Mallett			Telephone No.: 415-474-7310		
52	HSA-CO Review Signature: _____					
53	HSA #1					

	A	B	C	D	E	J	K	L	N
3	Felton Institute								
4	Program: Employment Navigation & Benefits Support								
5									
6									
7	Operating Expense Detail								
8									
9									
10									
11	<u>H.S.A-DAS</u>								TOTAL
12	<u>Expenditure Category</u>	TERM	1/1/23-6/30/23	7/1/23 - 6/30/24	Modification 7/1/24 - 6/30/25	Modification 7/1/25 - 6/30/26	1/1/23-6/30/26		
13	Rental of Property		\$3,000	\$7,100	\$7,313	\$7,532	\$24,945		
14	Utilities(Elec, Water, Gas, Phone, Garbage)								
15	Office Supplies, Postage		\$450	\$1,300	\$1,339	\$1,379	\$4,468		
16	Building Maintenance Supplies and Repair								
17	Printing and Reproduction		\$180	\$360	\$371	\$399	\$1,310		
18	Insurance		\$1,096	\$2,192	\$1,800	\$1,854	\$6,942		
19	Staff Training		\$360	\$360	\$371	\$382	\$1,473		
20	Staff Travel-(Local & Out of Town)			\$379	\$390	\$402	\$1,171		
21	Rental of Equipment								
22									
23	CONSULTANTS								
24									
25									
26									
27	OTHER								
28	Cell phone data plan				\$600	\$600	\$1,200		
29									
30									
31	TOTAL DAS OPERATING EXPENSE		\$5,086	\$11,691	\$12,184	\$12,548	\$41,509		
55	HSA #3								

	A	B	C	D	E	F	G
1	Appendix B-1, Page 4						
2							
3	Felton Institute						
4	Program: Employment Navigation & Benefits Support						
5							
6							
7							
8	Subcontractor/Capital Expenditures						
9	<u>H.S.A-DAS</u>						
10	SUBCONTRACTORS		1/1/23-6/30/23	7/1/23-6/30/24	Modification 7/1/24-6/30/25	Modification 7/1/25-6/30/26	TOTAL 1/1/23-6/30/26
11							
12							
13							
14							
15							
16	TOTAL SUBCONTRACTOR COST						
17							
18							
19	EQUIPMENT		1/1/23-6/30/23	7/1/23-6/30/24	Modification 7/1/24-6/30/25	Modification 7/1/25-6/30/26	TOTAL 1/1/23-6/30/26
20	Units	ITEM/DESCRIPTION					
21	1	Laptop	\$1,500				\$1,500
22	1	Cell Phones	\$1,475				\$1,475
23							
24							
25	TOTAL EQUIPMENT COST		\$2,975				\$2,975
26							
27	REMODELING		1/1/23-6/30/23	7/1/23-6/30/24	Modification 7/1/24-6/30/25	Modification 7/1/25-6/30/26	TOTAL 1/1/23-6/30/26
28							
29							
30							
31							
32	TOTAL REMODELING COST						
33							
34	TOTAL H. S. A DAS SUBCONTRACTOR/CAPITAL E		\$2,975				\$2,975
35	HSA #4						

Appendix F - SITE CHART

HSA / DAS

AGENCY: Felton Institute

FISCAL YEAR: 24/25 – 25/26

CONTRACT: Employment Navigation and Benefits Support

DIRECTOR: Al Gilbert, CEO

PHONE NO.:

SITES:	The Village				
Name of Site					
Address and Zip	1099 Sunnydale Ave, 94134	1388 Sutter Street, Ste. 600, 94109			
Phone Number	415-337-1023	415-474-7310			
Neighborhood	Visitation Valley	Western Addition			
BART / Muni Lines	9/9R & 8 San Bruno	Muni 49, 47			
Person in Charge	Allied Security	Anna Liang			
Site Manager		Amy Yu			
Programs Offered at Site	Facessf, 5 keys, SFDPH, Felton Institute, BeneFits2Work, SCSEP, Food Bank Test Site	SCSEP, BeneFITS2Work, Back 2 Work, IR&A, FGP & SCP			
Days Open	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thur <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thur <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<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	<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	<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
Hours Open	8am - 6pm	8am - 5pm			
Days Closed	Saturday and Sunday	Saturday and Sunday			
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<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