



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

MEMORANDUM

To: DISABILITY AND AGING SERVICES COMMISSION

Through: KELLY DEARMAN, EXECUTIVE DIRECTOR

From: CINDY KAUFFMAN, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

Date: WEDNESDAY, JUNE 3, 2026

Subject: GRANT MODIFICATIONS: **CURRY SENIOR CENTER (NONPROFIT)** FOR PROVISION OF MENTAL HEALTH CONNECT PROGRAM.

DS
EE

	<u>Current</u>	<u>Mod</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
GRANT Term:	07/01/24 – 06/30/26	07/01/26 – 06/30/28	07/01/24– 06/30/28		
Grant Amount:	\$1,203,703	\$1,026,628	\$2,230,331		
Modified Annual Amount:	<u>FY24-25</u> \$598,857	<u>FY25-26</u> \$604,846	<u>FY26-27</u> \$513,314	<u>FY27-28</u> \$513,314	
Funding Source:	<u>County</u> \$2,230,331	<u>State</u>	<u>Federal</u>	<u>Contingency</u> \$223,033	<u>Total</u> \$2,453,364
Percentage:	100%				100%

The San Francisco Department of Disability and Aging Services (DAS) requests authorization to modify and extend the existing Mental Health Connect grant agreement for the period of July 1, 2026 through June 30, 2028 in the additional amount of \$1,026,628 plus a 10% contingency for a revised total amount not to exceed \$2,453,364. The purposes of this grant are to provide low barrier access to mental health support with connection to longer term services.



Background

The LGBTQ Older Adult Survey¹ released in June 2021 highlighted the need for mental health supports for the LGBTQ+ community. The report found that during the COVID pandemic: depression, stress, loneliness and isolation, post-traumatic stress, and memory and cognitive function issues all increased or worsened among survey participants. In addressing these needs, the study identified access to counseling and mental health support as a primary need.

Originally launched as a pilot program in May 2022, the Mental Health Connection and Technology Support program was designed to leverage technology to help people in need connect to culturally competent telehealth mental health services. Consumer demand for services has been high, but not in the format as originally planned. Program participants have expressed a preference for in-person, local, mental health support services. This runs counter to initial plans for leveraging technology and recruitment of volunteer counselors from a geographic area wider than City limits. Grantee responded to this consumer preference by shifting resources towards on-site counseling sessions with paid staff. The deployment of a health navigator has helped support enrollment and continued engagement with program participants. A health advocate position works with participants to evaluate health insurance coverage and link them to ongoing resources.

Due to a Citywide budget deficit, budget cuts have come to many City departments. This includes reductions to DAS funded grants. Starting July 1, 2026, this program is subject to an annual funding reduction of \$100,000. (The memo and budget documents reflect this in total funding amounts for the next two years.) With this reduction, the technology navigator portion of the program will wind down and end by the end of 2026. Consumers receiving support through this portion of the program will be notified of the program end and referred to other technology support options in the DAS network of services (and any other relevant resources available).

Services to be Provided

Grantee will provide low-barrier access to culturally competent mental health support services. This will be achieved through the use of in-house counseling services, a health navigator role, and mental health advocate role.

Grantee will utilize staff as mental health providers to deliver services to program participants. Providers will meet specific licensure and practice criteria. Grantee has policies and procedures in place to ensure organized access to services. Services will be offered in-person at Grantee's offices in a confidential setting.

¹ https://www.sfhsa.org/sites/default/files/Report_LGBTQ%20Senior%20Survey_June%202021.pdf

The mental health navigator will work directly with clients to help reduce barriers to program participation. This includes appointment reminders, coordination of transportation, home visits, escorting to other medical appointments, and other services as needed. The navigator role will also coordinate intake and enrollment of new clients.

The mental health advocate will support program participants by working with them through their existing health insurance coverage to identify insurance paid sustainable mental health support and resources. This might include untangling any eligibility or verification requirements, helping research in and out of network options, and helping consumers explore and access insurance paid services.

Technology Support Services July 1, 2026 to December 31, 2026. Due to DAS budget cuts, the technology support services portion of this program will wind down in the remaining 6 months of calendar year 2026. This service provides 1:1 support to consumers needing technical support to increase their skills and use of technology. This commonly includes assistance with set-up and operation of new devices, troubleshooting device functions, informal training on use of apps and software, and guidance on affordable internet services. Program staff will continue this support while also preparing for the end of program operations. By end of 2026, program staff will complete any pending support to program participants and ensure that information about alternative support options are communicated at time of dis-enrollment from program services.

Selection

The grantees were selected through RFP #1102 issued in April 17, 2024.

Funding

Funding for these grants are provided through County General Funds.

ATTACHMENTS

- **Mental Health Connect**
Curry Senior Center
Appendix A-1, Services to be Provided
Appendix B-1, Budget

**APPENDIX A-1 – SERVICES TO BE PROVIDED
CURRY SENIOR CENTER**

Mental Health Connect
Effective July 1, 2024 to June 30, 2028
Modification Date: May 1, 2026

I. Purpose

The purposes of this grant is to help facilitate connection between LGBTQ+ older adults and adults with disabilities to mental health services.

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, 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.
SF DAS GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform participant 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
Communities of Color	An inclusive term and unifying term for persons who do not identify as White, who have been historically and systematically 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	Curry Senior Center
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 participants 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, used interchangeably with senior
OCP	Office of Community Partnerships
Participant	Older adult or adult with a disability participating in services provided through this program.
Provider	Health professional (e.g. therapist, gerontologist) providing mental health therapy services to program participants.
Senior	Person who is 60 years or older, used interchangeably with older adult
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 participants 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:

- A. Persons with low to moderate income
- B. Persons who are socially isolated
- C. Persons with limited English-speaking proficiency
- D. Persons from communities of color or historically underserved communities that have historically been under-served
- E. Members of the LGBTQ+ community
- F. Persons at risk of institutionalization

IV. Participant Eligibility

To be eligible for services, participants must be:

- A. A resident of San Francisco and
- B. An older adult aged 60 years or older or
- C. Person 18 years of age or older with a disability and
- D. In need of support accessing mental health services.

V. Location and Time of Services

Program administration and services will take place at Curry Senior Center offices located at 315 Turk Street in San Francisco. Services at this site are open Monday through Friday 9 am – 4:30 pm and Saturdays 9 am – 1:30 pm. Site and services will be closed or limited on City of San Francisco recognized holidays.

VI. Description of Services

Grantee will be responsible for the following:

A. Mental Health Connection Services

1. Grantee will develop and provide short-term mental health therapy services for program participants.

- a) Grantee will develop policies and procedures for access of therapy services by program participants. Service utilization may be capped in order to best meet demand for services.
- b) Grantee will utilize in-house staff as mental health providers to deliver services to program participants. All mental health providers delivering services shall maintain licensing as follows:
 - i. Associate Clinical Social Worker (ASW) under supervision by a Licensed Clinical Social Worker (LCSW) OR
 - ii. Licensed Clinical Social Worker (LCSW)

- iii. Upon approval from DAS-OCP analyst, additional professional classifications determined to be commensurate or more skilled than i. and ii. above.

2. Grantee will utilize 'mental health advocate' and 'mental health navigator' positions to promote effective and sustainable service connection.

- a) 'Mental Health Navigator': grantee will identify a staff position who will be responsible for intake, assessment, and coordination of appropriate services for participants.
 - i. The navigator role will also work directly with participants to help reduce barriers to service participation. This includes appointment reminders, coordination of transportation, and other help to be identified.
 - ii. Grantee staff will work with assigned OCP analyst on development of 'assistance tracking' document to track and measure frequency and types of services provided on behalf of program clients.
 - iii. Navigator role will assist with outreach to raise awareness of program services as needed and available.
- b) 'Mental Health Advocate': grantee will identify a staff position who will be responsible to advocate for participants to receive long-term mental health services through their insurance provider.
 - i. The advocate role will work with participants to determine needs and insurance levels and take corresponding action to connect participants to mental health services.
 - ii. Advocate role will document efforts throughout the year in preparation for annual report, as described in section IX below.

B. Technology Support Services – July 1, 2026 to December 31, 2026

1. Grantee will utilize a "tech navigator" position stationed at Curry Senior Center to serve as coordinator for technology support services offered under this contract. Tech Navigator responsibilities will include:

- a) Intake and assessment of participant information and skill level.
- b) 1:1 support of program participants in development of technology skills and link to internet connection.
- c) As needed, coordination and scheduling of organized training classes and curriculum
- d) Familiarity with Federal, State, and Local resources for free or low-cost devices and internet services, ability to assess and assist participants to access these resources.
- e) Coordinate wind down and ending of program, scheduled for December 31, 2026. Ensure that all client services have reached completion of any pending actions by this program end date. Ensure that all clients are provided information on alternative tech support options.
- f) Other duties as relevant to program operation.

***Technology Support Services portion of this grant to end operations
December 31, 2026.***

VII. Units of Service and Definitions

Units of Services are defined as follows:

- A. Unduplicated Participants: individual program participants.

UNIT: One unduplicated participant.

- B. Individual Therapy Services for Program Participants. Therapy services, either in person or virtual format, led by qualified, trained providers. One unit of service includes a 45-50 minute session, plus additional professional time for documentation, file review, and response to urgent requests.

UNIT: One unit of therapy services.

- C. Digital Literacy Training: 1:1 services and organized group classes designed to enhance participants' skill level and use of technology and the internet. Skills gained should relate back to participants' ability to access new resources, information, and increase social connection and engagement. Training time will be measured by total time provided by tech navigator, volunteers, or other staff, not total recipients.

UNIT: One hour of digital literacy training.

VIII. Service Objectives

On an annual basis starting July 1, 2026:

- A. Grantee will enroll at least **62** unduplicated participants into Mental Health Connection Services.
- B. Grantee will provide at least **1,800** units of individual therapy services for program participants by qualified grantee staff.

For the period July 1, 2026 – December 31, 2026

- A. Grantee will enroll at least **100** unduplicated participants into Technology Support Services.
- B. Grantee will provide at least **300** units of digital literacy training.

IX. Outcome Objectives

Program outcomes will be measured through administration of a program participant survey, to be administered on an annual basis. DAS-OCP analyst will be

provided with a copy of the survey in advance of administration each year. At least 50% of participants will respond to the annual participant satisfaction survey. Survey results are to be compiled and reported by March 15 of each year. Survey administration will only be required for Mental Health Connections services.

Participant Survey Outcomes

- A. Therapy services participants report that the program has helped improve their mental health. Target 75%.
- B. Participants working with mental health navigator report that this helped increase access to and connection to therapy services. Target 75%.
- C. Participants working with mental health advocate report that this allowed them to access ongoing mental health services through their insurance provider. Target 50%.

Mental Health Advocate Outcomes Report

By June 15 of each year, Grantee shall develop and deliver a summary report of activities completed by mental health advocate staff. The purpose of this report is to understand the range of efforts, challenges, and successes experienced in working to help program participants connect to long-term mental health services offered by their insurance provider. Report should include, but not be limited to:

- A. Number of program participants the mental health advocate worked with to connect to ongoing mental health services. Number of program participants successfully connected to services covered by insurance provider.
- B. Program successes to be highlighted during the reporting period.
- C. Challenges in working with program participants, insurance providers, health care providers, and others relevant to this effort.
- D. Lessons learned, remaining obstacles, additional resources that might be needed.
- E. Other information relevant to understanding the needs of program participants and the availability and accessibility of needed services.

X. Reporting Requirements

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

- A. Grantee will record the enrollment of eligible participants into the program funded through this contract agreement by entering participant data obtained from participants, using a DAS-OCP approved intake form, into the SF DAS GetCare database. This shall include SOGI data.
- B. 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.
- C. 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.

- D. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- E. Grantee will submit response rates and aggregated data from consumer satisfaction survey to assigned Office of Community Partnerships staff by March 15th of each grant year.
- F. Grantee will 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.
- G. Grantee will develop and deliver ad hoc reports as requested by HSA/DAS/OCP.
- H. Grantee will develop and maintain with OCP's approval, an updated Site Chart (using OCP's format) with details about the program.
- I. Grantee program staff will complete an elder abuse mandated reporter training on an annual basis. Grantee will maintain evidence of staff completion of this training.
- J. Grantee will develop a grievance policy consistent with DAS-OCP policy memorandum.
- K. Grantee will 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.

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:

Gary Hong
Contracts Manager/HSA
P.O. Box 7988
San Francisco, CA 94120
Gary.G.Hong@sfgov.org

Michael Zaugg
DAS, Office of Community Partnerships
P.O. Box 7988
San Francisco, CA 94120
Michael.Zaugg@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; participant 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 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 the California Department of Aging (CDA) Security Awareness Training; 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 participants 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.

- 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.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Grantee/Contractor: Curry Senior Center				Full Term:	7/1/24 - 6/30/28
Program: Mental Health Connect				Effective Date:	7/1/2026
New <input type="checkbox"/> Modification <input checked="" type="checkbox"/> Revision <input type="checkbox"/> Check One)				Modification #	#2
				FSP ID	1000033985
	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
Expenses	Original	Revised	Modification	Modification	Total
Salaries & Benefits	\$390,045	\$448,140	\$389,696	\$393,647	\$1,621,528
Operating-Direct	\$118,708	\$73,465	\$54,490	\$50,539	\$297,202
Subtotal	\$508,753	\$521,605	\$444,186	\$444,186	\$1,918,730
Indirect Percentage (%)	15%	15%	15%	15%	15%
Indirect Costs (Line 16 X Line 15)	\$73,624	\$78,241	\$66,628	\$66,628	\$285,121
Consultant/Subcontractor (\$50,000+)					
Direct Client Pass-Through					
Capital Expenses	\$16,480	\$5,000	\$2,500	\$2,500	\$26,480
Total Expenses	\$598,857	\$604,846	\$513,314	\$513,314	\$2,230,331
HSA / DAS Revenues					
General Fund	\$584,251	\$584,251	\$484,251	\$484,251	\$2,137,004
State					
Federal					
CODB FY 1	\$14,606	\$14,606	\$14,606	\$14,606	\$58,424
CODB FY 2		\$5,989	\$5,989	\$5,989	\$17,967
CODB FY 3			\$8,468	\$8,468	\$16,936
CODB FY 4					
Total HSA / DAS Revenues	\$598,857	\$604,846	\$513,314	\$513,314	\$2,230,331
Grantee/Contractor Revenues					
Total Grantee/Contractor Revenues					
Total Revenues	\$598,857	\$604,846	\$513,314	\$513,314	\$2,230,331
Prepared by and Date:					
<i>Telephone No. & Email:</i>				<i>HSA Budget Form (3/24)</i>	

Program: Mental Health Connect

Salaries & Benefits Detail

POSITION TITLE	7/1/24 - 6/30/25			Agency Totals		HSA Program		7/1/25 - 6/30/26			Agency Totals		HSA Program		7/1/26 - 6/30/27			Agency Totals		HSA Program		7/1/27 - 6/30/28	7/1/24 - 6/30/28
	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Revised	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Modification	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Modification	Total						
LGBTQ+ Mental Telehealth Manager	\$40,711	\$113,563	1.00	35%	0.35	\$39,656	\$115,153	1.00	35%	0.35	\$40,304	\$115,153	1.00	39%	0.39	\$44,910	\$165,581						
Mental Health Advocate	\$56,219	\$61,464	1.00	100%	1.00	\$61,464	\$62,324	1.00	50%	0.50	\$31,162	\$62,324	1.00	50%	0.50	\$31,162	\$180,007						
Licensed Clinical Social Worker	\$27,360	\$93,780	1.00	30%	0.30	\$28,134	\$95,093	1.00	30%	0.30	\$28,528	\$95,093	1.00	40%	0.40	\$38,037	\$122,059						
Licensed Clinical Social Worker	\$26,343	\$91,202	1.00	30%	0.30	\$27,361	\$92,479	1.00	30%	0.30	\$27,744	\$92,479	1.00	40%	0.40	\$36,992	\$118,440						
LGBTQ+ Tech Navigator	\$61,793	\$60,450	1.00	92%	0.92	\$55,614	\$61,296	1.00	50%	0.50	\$30,648	-	-	-	-	-	\$148,055						
Mental Health Navigator	\$51,324	\$61,425	1.00	100%	1.00	\$61,425	\$62,285	1.00	90%	0.90	\$56,057	\$62,285	1.00	100%	1.00	\$62,285	\$231,091						
Behavioral Health Therapist	\$31,980	\$80,788	1.00	87.97%	0.88	\$71,069	\$81,919	1.00	95%	0.95	\$77,823	\$81,919	1.00	100%	1.00	\$81,919	\$262,791						
IT Support II			-		-		\$75,000	1.00	10%	0.10	\$7,500	\$75,000	1.00	10%	0.10	\$7,500	\$15,000						
					-										-								
					-										-								
TOTALS	\$295,730	\$562,672	7.00	475%	4.75	\$344,723	\$645,549	8.00	390%	3.90	\$299,766	\$584,253	7.00	379%	3.79	\$302,805	\$1,243,024						
FRINGE BENEFIT RATE		30%					30%				30%												
EMPLOYEE FRINGE BENEFITS	\$94,315					\$103,417					\$89,930					\$90,842	\$378,504						
TOTAL SALARIES & BENEFITS	\$390,045					\$448,140					\$389,696					\$393,647	\$1,621,528						

HSA Budget Form (3/24)

Grantee/Contractor: Curry Senior Center
Program: Mental Health Connect

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Operating Expenses Detail

	7/1/24 - 6/30/25 Original	7/1/25 - 6/30/26 Revised	7/1/26 - 6/30/27 Modification	7/1/27 - 6/30/28 Modification	7/1/24 - 6/30/28 Total
<u>Expenditure Category</u>					
Rental of Property	\$13,800	\$13,800	\$7,000		\$34,600
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$10,000	\$6,000	\$5,250	\$5,500	\$26,750
Office Supplies, Postage	\$8,000	\$2,000	\$3,700	\$4,500	\$18,200
Building Maintenance Supplies and Repair	\$10,000	\$7,800	\$5,000	\$6,000	\$28,800
Printing and Reproduction	\$2,000				\$2,000
Insurance	\$8,100	\$4,000	\$4,000	\$4,500	\$20,600
Staff Training	\$10,610	\$1,375	\$3,500	\$3,500	\$18,985
Staff Travel	\$5,305	\$1,000	\$1,500	\$1,500	\$9,305
Rental of Equipment					
<u>Consulting/Professional Services</u>					
Openhouse - internet assistance	\$2,472	\$2,300	\$1,100		\$5,872
Subcontracted Specialists	\$15,450				\$15,450
<u>Other</u>					
Program supplies	\$5,305	\$1,000	\$1,753	\$2,000	\$10,058
Payroll fees	\$3,183	\$3,187	\$3,187	\$3,300	\$12,857
Recruitment	\$3,183	\$1,000	\$1,000	\$1,000	\$6,183
Computer Support	\$11,500	\$12,003	\$2,500	\$2,500	\$28,503
WIFI -Training Location	\$5,300	\$3,000			\$8,300
Client transportation (UBER)	\$4,500	\$15,000	\$15,000	\$16,239	\$50,739
Total Operating Expense	\$118,708	\$73,465	\$54,490	\$50,539	\$297,202

HSA Budget Form (3/24)

