



**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 Office of Contract Management

**Date:** July 1, 2026

**Subject:** New Grant: **Visitacion Valley Neighborhood Association (VVNA)** (Nonprofit) For Provision of Community Services

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	<u>Full Term</u>	<u>Contingency</u>	<u>Total</u>		
<b>Grant Term:</b>	7/1/26-6/30/31				
<b>Grant Amount:</b>	\$368,115	\$36,312	\$404,427		
<b>Annual Amount:</b>	<u>FY 26-27</u>	<u>FY 27-28</u>	<u>FY 28-29</u>	<u>FY 29-30</u>	<u>FY 30-31</u>
	\$72,623	\$72,623	\$72,623	\$72,623	\$72,623
<b>Funding Source:</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$323,941		\$44,174	\$36,312	\$404,427
<b>Percentage:</b>	88%		12%		100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into a new grant agreement with **Visitacion Valley Neighborhood Association (VVNA)** for the period of July 1, 2026, to June 30, 2031, in the amount of \$368,115 plus a 10% contingency for a total amount not to exceed \$404,427. The purpose of this grant is to provide Community Services programming at the Visitacion Valley Community Center.



## Background

The Community Services Program administered by DAS provides a network of site-based services delivered through community centers located throughout San Francisco. These centers function as neighborhood hubs where older adults and adults with disabilities can participate in structured activities, access information and support services, and connect socially in a safe and culturally responsive environment. Community Services programming is designed to reduce social isolation, promote independence, and support participants in maintaining well-being within their homes and communities.

The Visitacion Valley Community Center is one such site within this network. The center serves a neighborhood with a significantly higher proportion of Asian and Pacific Islander residents than the city overall. This demographic context is reflected in the participant population, many of whom identify as monolingual Chinese speakers. For years, the Visitacion Valley Community Center has effectively aligned its programming with the cultural and linguistic needs of the community, ensuring services remain accessible, relevant, and responsive to local preferences.

Within the Community Services framework, Activity Scheduling has been the most effective service component for meeting the community's needs. This service engages participants in group-based activities that promote physical activity, lifelong learning, social interaction, and cultural expression. Consistent participation in these activities demonstrates the value of maintaining programming that is tailored to the cultural strengths and engagement patterns of the Visitacion Valley community.

## Services to be Provided

The Grantee will provide Community Services programming at the Visitacion Valley Community Center, offering Activity Scheduling that reflects the neighborhood's diverse cultural and linguistic characteristics. Programming will engage participants in group-based activities tailored to community interests and needs, operating seven days a week except for major holidays. Annually, the program will serve 120 unduplicated consumers and deliver 1,540 hours of scheduled activities.

Programming includes daily sessions, which integrate Mah Jong with chair exercise, walking, and stretching to create a coordinated activity block that supports social engagement and gentle physical movement. These sessions offer opportunities for cognitive stimulation, peer interaction, and routine physical activity—elements especially valuable for older adults and adults with disabilities.

In addition, the grantee will offer a variety of culturally relevant programs, including Tai Chi, line/square dancing, and singing classes. These activities reflect the interests and cultural traditions of the Visitacion Valley community and encourage participants to stay active, expressive, and socially connected. Singing classes will be available both in-person and online to support broader access and accommodate varying mobility and comfort levels.

### Location

Services will be provided at Visitacion Community Center, 66 Raymond Ave, San Francisco.

### Selection

The grantee was selected through RFP #1235 issued on April 23, 2026.

### Funding

Funding for this grant is provided through Federal and County General Funds.

### Attachments

- Appendix A, Scope of Services
- Appendix B, Budget
- Appendix F, Site Chart



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## Appendix A – Scope of Services

Grantee: Visitacion Valley Neighborhood Association

Program: Community Services

Term: July 1, 2026 - June 30, 2031

### I. Purpose of Grant

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. 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

<b><u>Term</u></b>	<b><u>Definition</u></b>
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, 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.



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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 of the San Francisco Human Services Agency.
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. Used by consumers to self-identify their income status and is not used as a means test to qualify for the program.



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OCP	Office of Community Partnerships
Older Adult	Person who is 60 years of age or older; used interchangeably with “senior”.
Senior	Person who is 60 years of age or older; used interchangeably with “older adult”.
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.
SF-HSA	San Francisco Human Services Agency.
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; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
Unit of Service	Defined as one hour of service.
Unduplicated Consumer (UDC)	An individual who participates in the Creative Arts program and the grantee reflects consumer participation in SF DAS GetCare through enrollment.

**III. Target Population**

This program is designed to serve all people who can benefit from the services outlined in this Appendix, and particularly those demonstrating the greatest economic



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and social need. To ensure that the most vulnerable people are aware of and can benefit from this program, Grantee shall ensure that program services are accessible to:

- 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. Eligibility**

To be eligible for Community services, a participant must be:

- A.** A person who is sixty (60) years of age or older (older adult); or
- B.** An adult with a disability, aged 18-59 and
- C.** A resident of San Francisco; and
- D.** In need of Community Services

**V. Description of Services**

**A.** Grantee shall provide Community Services programming for older adults and adults with disabilities during the term of this grant. 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



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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.

**The grantee will provide services solely within the Activity Scheduling service category under this grant.**

- B.** Grantee will ensure that service offerings, consistent with the Community Services programming framework 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.
- C.** Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
- D.** 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.
- E.** 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.
- F.** Grantee will ensure that units of service provided are tracked and distinguishable.
- G.** 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.
- H.** 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



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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.

**VI. Location and Time of Services**

The grantee will provide services at the Visitacion Valley Community Center (66 Raymond Avenue) in San Francisco. The details of the site and operation hours are located in the site chart.

**VII. Service Objectives**

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

<b>Table A- Community Services</b>	FY 26-27	FY 27-28	FY 28-29	FY 29-30	FY 30-31
Unduplicated Consumers (UDC)	<b>120</b>	<b>120</b>	<b>120</b>	<b>120</b>	<b>120</b>
Activity Scheduling	<b>1540</b>	<b>1540</b>	<b>1540</b>	<b>1540</b>	<b>1540</b>
1 unit of service = 1 hour of service provision					

**VIII. Outcome Objectives**

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

- A.** Consumers receive the services and/or activities they need from the agency. Target: 80%
- B.** Consumers who participate in physical activity programming report a positive impact on their health. Target: 80%
- C.** 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. Data Collection and Reporting Requirements**

- A.** The Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers using the DAS provided or DAS approved intake form into the SF DAS GetCare database in accordance to DAS policy.



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- B.** The 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.** The Grantee shall issue a fiscal closeout report at the end of the fiscal year. The Grantee will submit the report to SF-HSA through the CARBON system no later than July 31<sup>st</sup> of each grant year.
- D.** The 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.
- E.** The Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using a DAS approved intake form, into the SF DAS GetCare database. This will include SOGI data.
- F.** The 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.
- G.** The Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules as applicable. For specific compliance requirements, please refer to Appendices within the Grant Agreement.
- H.** The Grantee will develop and maintain, with OCP's approval, an updated site chart using an approved OCP format, with details about the program.
- I.** The Grantee shall develop and deliver ad hoc reports as requested by SF-HSA and/or DAS.
- J.** The Grantee shall develop a grievance policy consistent with the DAS OCP Policy Memorandum.

For assistance with reporting requirements or submission of reports, contact:

Tara Alvarez

Tara.Alvarez@sfgov.org

Contract Manager, Office of Contract Management, SFHSA

or

Sarah Chan

Sarah.Chan@sfgov.org

Program Analyst, Office of Community Partnerships, DAS, SFHSA



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**X. Monitoring Activities**

- A.** 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; 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; board of director list; and whether services are provided appropriately according to Sections III-VII.
  
- B.** Fiscal Compliance and 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**

<b>Grantee/Contractor: Visitacion Valley Neighborhood Association (VVNA)</b>				Full Term:		7/1/26 - 6/30/31
<b>Program: Community Services at 66 Raymond Ave.</b>				Effective Date:		7/1/2026
New <input checked="" type="checkbox"/> Modification <input type="checkbox"/> Revision <input type="checkbox"/> (Check One)				Modification #		
				F&P ID		
	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	7/1/29 - 6/30/30	7/1/30 - 6/30/31	7/1/26 - 6/30/31
<b>Expenses</b>	<b>Original</b>	<b>Original</b>	<b>Original</b>	<b>Original</b>	<b>Original</b>	<b>Total</b>
Salaries & Benefits	\$0	\$0	\$0	\$0	\$0	\$0
Operating-Direct	\$73,623	\$73,623	\$73,623	\$73,623	\$73,623	\$368,115
<b>Subtotal</b>	<b>\$73,623</b>	<b>\$73,623</b>	<b>\$73,623</b>	<b>\$73,623</b>	<b>\$73,623</b>	<b>\$368,115</b>
Indirect Percentage (%)	0%	0%	0%	0%	0%	0%
Indirect Costs (Line 16 X Line 15)	\$0	\$0	\$0	\$0	\$0	\$0
Consultant/Subcontractor (\$50,000+)	\$0	\$0	\$0	\$0	\$0	\$0
Direct Client Pass-Through	\$0	\$0	\$0	\$0	\$0	\$0
Capital Expenses	\$0	\$0	\$0	\$0	\$0	\$0
<b>Total Expenses</b>	<b>\$73,623</b>	<b>\$73,623</b>	<b>\$73,623</b>	<b>\$73,623</b>	<b>\$73,623</b>	<b>\$368,115</b>
<b>HSA / DAS Revenues</b>						
General Fund	\$64,788	\$64,788	\$64,788	\$64,788	\$64,788	\$323,940
State						\$0
Federal	\$8,835	\$8,835	\$8,835	\$8,835	\$8,835	\$44,175
<b>Total HSA / DAS Revenues</b>	<b>\$73,623</b>	<b>\$73,623</b>	<b>\$73,623</b>	<b>\$73,623</b>	<b>\$73,623</b>	<b>\$368,115</b>
<b>Grantee/Contractor Revenues</b>						
						\$0
						\$0
						\$0
						\$0
<b>Total Grantee/Contractor Revenues</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Total Revenues</b>	<b>\$73,623</b>	<b>\$73,623</b>	<b>\$73,623</b>	<b>\$73,623</b>	<b>\$73,623</b>	<b>\$368,115</b>
Prepared by and Date: Kelvin Chan 5/11/2026						
Telephone No. & Email: 415-624-9990 vvna.cbo2@gmail.com					HSA Budget Form (3/24)	

Eligible Expenses: Grantee shall ensure all expenses follow HSA's Cost Categorization Matrix. See link below.  
[https://www.sfhsa.org/sites/default/files/media/document/2025-09/policy\\_guidelines\\_for\\_cost\\_categorization\\_hsa\\_9.25.pdf](https://www.sfhsa.org/sites/default/files/media/document/2025-09/policy_guidelines_for_cost_categorization_hsa_9.25.pdf)

Grantee/Contractor: Visitation Valley Neighborhood Association (VVNA)  
 Program: Community Services at 66 Raymond Ave.

Appendix B, Page 2

**Operating Expenses Detail**

	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	7/1/29 - 6/30/30	7/1/30 - 6/30/31	7/1/26 - 6/30/31
	Original	Original	Original	Original	Original	Total
<b>Expenditure Category</b>						
Rental of Property	\$7,008	\$7,008	\$7,008	\$7,008	\$7,008	\$35,040
Utilities(Elec, Water, Gas, Garbage)	\$1,800	\$1,800	\$1,800	\$1,800	\$1,800	\$9,000
Office Supplies, Postage	\$300	\$300	\$300	\$300	\$300	\$1,500
Building Maintenance Supplies and Repair	\$7,200	\$7,200	\$7,200	\$7,200	\$7,200	\$36,000
Program Supplies	\$375	\$375	\$375	\$375	\$375	\$1,875
Insurance	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$25,000
Community Event(s) Expense	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$5,000
Staff Travel-(Local & Out of Town)						\$0
Rental of Equipment						\$0
<b>Consulting/Professional Services</b>						
Subcontractor - Program Director	\$16,800	\$16,800	\$16,800	\$16,800	\$16,800	\$84,000
Subcontractor - Admin/Program Support Specialist	\$12,420	\$12,420	\$12,420	\$12,420	\$12,420	\$62,100
Subcontractor - Program Support Specialist	\$10,800	\$10,800	\$10,800	\$10,800	\$10,800	\$54,000
Subcontractor - Program Assistant	\$5,670	\$5,670	\$5,670	\$5,670	\$5,670	\$28,350
Subcontractor - CPA for tax preparation	\$850	\$850	\$850	\$850	\$850	\$4,250
Subcontractor - Bookkeeper for Accounting Service	\$2,400	\$2,400	\$2,400	\$2,400	\$2,400	\$12,000
Stipends for instructors (Line Dancing,Tai Chi, Square Dancing & Singing/Ch	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$10,000
						\$0
						\$0
<b>Other</b>						
Other A						\$0
Other B						\$0
						\$0
						\$0
						\$0
						\$0
						\$0
						\$0
						\$0
<b>Total Operating Expense</b>	<b>\$73,623</b>	<b>\$73,623</b>	<b>\$73,623</b>	<b>\$73,623</b>	<b>\$73,623</b>	<b>\$368,115</b>

HSA Budget Form (3/24)

APPENDIX F -- SITE CHART Page 1 of 1

HSA / DAS / OFFICE OF COMMUNITY PARTNERSHIPS

AGENCY: Visitacion Valley Neighborhood Association FISCAL YEAR: 2026-2031

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

DIRECTOR: PING LING MAI (JENNY MAI)

PHONE NO.: 415-624-9990

<p><u>SITES:</u> (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>Line Dance, Singing Class, Tai Chi, Square Dance, Mah Jong/Chair Exercise/Walking/Stretching exercise Combined Activity</p>				
<p>Days Open</p>	<p><u>x</u> Mon <u>x</u> Tues <u>x</u> Wed <u>x</u> Thurs <u>x</u> Fri <u>x</u> Sat <u>x</u> Sun</p>				
<p>Hours Open</p>	<p>9:30AM - 2:30PM M-F 2:00PM-4:30PM Saturday 9:30AM - 4:30PM Sunday</p>				

Hours of <u>scheduled</u> programming	9:30AM - 2:30PM M-F 2:00PM-4:30PM Saturday 9:30AM - 4:30PM Sunday	7PM-9PM THURSDAY ONLINE PROGRAM (SINGING CLASS)  7PM-9PM FRIDAY ONLINE PROGRAM (SINGING CLASS)			
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Days closed	FEDERAL HOLIDAYS, LUNAR NEW YEAR, DAY BEFORE THANKSGIVING, POST-THANKSGIVING, CHRISTMAS WEEK, NEW YEAR'S WEEK				
ADA Accessible	<u>x</u> Yes ___ No	<u>Y</u> es No	<u>Y</u> es No	<u>Y</u> es No	<u>Y</u> es No