



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

MEMORANDUM

Department of Disability
and Aging Services

TO: DISABILITY AND AGING SERVICES COMMISSION

Office of Early Care
and Education

THROUGH: KELLY DEARMAN, EXECUTIVE DIRECTOR

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

DS
JG

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

DATE: DECEMBER 1, 2021

www.SFHSA.org

SUBJECT: GRANT MODIFICATION: **VARIOUS AGENCIES** (NON-PROFIT)
FOR THE PROVISION OF SUPPORT SERVICES IN RENTAL
ASSISTANCE DEMONSTRATION (RAD) PROGRAM SENIOR
HOUSING

	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
GRANT TERM:	7/1/19- 6/30/24	7/1/21- 6/30/24	7/1/19- 6/30/24		

GRANT AMOUNT:	\$4,262,003	\$177,472	\$4,439,475	\$443,947	\$4,883,422
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London Breed
Mayor

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
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Trent Rhorer
Executive Director

FUNDING:	\$4,439,475			\$443,947	\$4,883,422
PERCENTAGE:	100%				100%

The Department of Disability and Aging Services (DAS) requests authorization to modify the existing grant agreements with various grantees listed below for the period of July 1, 2021 to June 30, 2024, in the additional amount of \$177,472 plus a 10% contingency for a revised total amount not to exceed \$4,883,422. The purpose of these modifications is to enhance activities and support services provided to residents at Rental Assistance Demonstration (RAD) senior housing sites.

Grantee	Site	Current Amount 7/1/19-6/3024	Modification	Revised FY 21/22 FY 22/23 FY 23/24	Grant Total	10% Contingency	Total Not to Exceed
Bridge Housing Corporation	3850 18 th Street	\$513,362	\$12,294	\$109,372 \$106,372 \$106,372	\$525,656	\$52,566	\$578,222
Bridge Housing Corporation	462 Duboce Ave	\$264,212	\$7,785	\$57,747 \$54,747 \$54,747	\$271,997	\$27,200	\$299,197
Bridge Housing Corporation	Mission Dolores (1855 15 th Street)	\$356,924	\$9,462	\$76,957 \$73,957 \$73,957	\$366,386	\$36,639	\$403,025
Bridge Housing Corporation	25 Sanchez Street	\$354,160	\$9,411	\$76,384 \$73,384 \$73,384	\$363,571	\$36,357	\$399,928
Bridge Housing Corporation	255 Woodside Ave	\$517,523	\$12,369	\$110,234 \$107,234 \$107,234	\$529,892	\$52,989	\$582,881
Chinatown Community Development Center	227 Bay Street	\$276,679	\$5,010	\$57,330 \$57,330 \$57,330	\$281,689	\$28,169	\$309,858
Chinatown Community Development Center	990 Pacific Ave	\$367,208	\$7,586	\$77,117 \$76,188 \$76,188	\$374,794	\$37,479	\$412,273
GLIDE Community Housing Inc.	350 Ellis Street	\$361,409	\$18,095	\$81,930 \$76,930 \$76,930	\$379,504	\$37,950	\$417,454
Homerise	1750 McAllister Street	\$364,623	\$20,808	\$84,779 \$77,729 \$77,729	\$385,431	\$38,543	\$423,974
Homerise	666 Ellis Street	\$368,785	\$20,961	\$85,661 \$78,161 \$78,161	\$389,746	\$38,975	\$428,721
Tenderloin Neighborhood Development Corp	430 Turk Street	\$342,734	\$30,190	\$84,678 \$73,097 \$73,097	\$372,924	\$37,292	\$410,216
Tenderloin Neighborhood Development Corp	939-951 Eddy Street	\$174,384	\$23,501	\$50,825 \$36,669 \$36,669	\$197,885	\$19,788	\$217,673
Total		\$4,262,003	\$177,472	\$953,014 \$891,798 \$891,798	\$4,439,475	\$443,947	\$4,883,422

Background

Housing support services help older adults and adults with disabilities maintain stable housing through service connection and community engagement. DAS funds support services at public housing sites that are managed by the Mayor's Office of Housing and Community Development (MOHCD). These sites exclusively house older adults and adults with disabilities under the federal RAD program. The purpose of onsite support services is to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

Services to be Provided

Grantees provide the following core activities under the listed service areas:

1) Outreach and Community Engagement

Grantees develop and maintain channels of communications with residents through newsletters, resident meetings, monthly activity calendars, community building activities, and educational programs to foster positive relationships with residents and enhance community living.

2) Service Connection

Grantees build and maintain relationships with neighborhood groups, city agencies, and community-based services providers to develop referral partnerships and onsite programming.

Grantees also assist residents towards identified needs and goals, offering needs assessments, information and referral, crisis intervention and counseling, and short-term case management while also working to connect residents with outside service providers and community services.

3) Housing Stability

Grantees provide information and direct outreach to residents to help them maintain their housing and ensure their specific needs are met. Grantees assist residents in addressing and planning for matters related to housing, delinquent rent payments, safety concerns, remedy of incidences and/or lease violations, conflict resolutions, and communication with property management among other areas.

For more specific information regarding the services to be provided at each housing site, please refer to the attached Appendices A.

Modification

This modification will provide additional funding in the amount of \$177,472 to DAS funded support services at RAD senior housing sites. Modifications are split into two categories:

One Time Only (OTO) Funding:

This funding will go to support enhanced community building activities at each housing site. During the course of the COVID-19 pandemic, congregate activities at RAD senior housing sites were negatively impacted due to older adults and adults with disabilities needing to socially distance or isolate. In an effort to revitalize program offerings and increase community engagement, the additional funding will be utilized to allow residents to rejoin their communities in safe and meaningful ways, while allowing providers to rebuild community engagement and combat social isolation. Examples of proposed activity enhancements include: nutritious cooking classes, modified exercise classes, resident led outings, and visits to performing arts.

Cost of Doing Business: The City & County of San Francisco has provided a Cost of Doing Business (CODB) increase to all non-profit organizations currently under contract with the City. A 3% increase has been applied to FY21/22 grant amounts and will be on going. The purpose of the CODB increase is to support non-profit organizations with increases in operational costs such as salaries, rent/utility, worker's compensation, or health care benefits for staff.

Selection

Grantees were selected through a Request for Qualifications, which was competitively bid by the Mayor's Office of Housing and the Mayor's Office of Housing and Community Development in February 2014.

Funding

Funding for these grants is provided by the City and County General Fund.

ATTACHMENTS

Bridge Housing Corporation

Appendix A-1 – Services to be Provided – 3850 18th Street

Appendix B-1 – Program Budget – 3850 18th Street

Appendix A-1 – Services to be Provided – 462 Duboce Ave

Appendix B-1 – Program Budget – 462 Duboce Ave

Appendix A-1 – Services to be Provided – 1855 15th St (Mission Dolores)

Appendix B-1 – Program Budget – 1855 15th St (Mission Dolores)

Appendix A-1 – Services to be Provided – 25 Sanchez Street

Appendix B-1 – Program Budget – 25 Sanchez Street

Appendix A-1 – Services to be Provided – 255 Woodside Ave

Appendix B-1 – Program Budget – 255 Woodside Ave

Chinatown Community Development Center

Appendix A-1 – Services to be Provided – 227 Bay Street

Appendix B-1 – Program Budget – 227 Bay Street

Appendix A-1 – Services to be Provided – 990 Pacific Ave

Appendix B-1 – Program Budget – 990 Pacific Ave

Glide Community Housing

Appendix A-1 – Services to be Provided – 350 Ellis Street

Appendix B-1 – Program Budget – 350 Ellis Street

Homerise

Appendix A-1 – Services to be Provided – 1750 McAllister Street

Appendix B-1 – Program Budget – 1750 McAllister Street

Appendix A-1 – Services to be Provided – 666 Ellis Street

Appendix B-1 – Program Budget – 666 Ellis Street

Tenderloin Neighborhood Development Corporation

Appendix A-1 – Services to be Provided – 430 Turk Street

Appendix B-1 – Program Budget TNDC – 430 Turk Street

Appendix A-1 – Services to be Provided – 939-951 Eddy Street

Appendix B-1 – Program Budget TNDC – 939-951 Eddy Street

Appendix A-1 – Services to be Provided
Bridge Housing
RAD Housing Support Services at 3850 18th Street
July 1, 2019 – June 30, 2024

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
DAS	Department of Disability and Aging Services
Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment. Source: California Code of Regulations Title 22, Sec. 7630
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Bridge Housing
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.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
MOHCD	Mayor’s Office of Housing and Community Development
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human Services Agency.
Older Adult	Person who is 60 years and older, used interchangeably with “senior”
Senior	Person who is 60 years or older, used interchangeably with “older adult
SF-HSA	Human Services Agency of the City and County of San Francisco.
RAD	Rental Assistance Demonstration
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).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 3850 18th Street, San Francisco, CA 94114. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income

- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco *and*
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 3850 18th Street, San Francisco, CA 94114, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with

- conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement:
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
 5. Grantee will hire, train, and supervise 1.25 FTE (leveraged and/or grant funded) to provide services.
 6. 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. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. 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. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

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

1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

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

1. At least 50% of unduplicated tenants participating in the annual survey will feel “strongly” or “very strongly” about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: “How strongly do you

feel about being connected and involved in the tenant/resident community at [site]?” The options should be “Very strongly”, “Strongly”, “Somewhat”, “Not at all”.

2. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: “Do you have better access to resources that improve your health and wellness?” The options should be “Highly agree”, “Agree”, “Neutral”, “Disagree”, “Highly disagree”.
3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using a DAS OCP approved intake form, into the grantee’s database.
2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.

3. 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.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10th (June-December data) and July 10th (January-June data).
8. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
9. 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.
10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.

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

Rocio.Duenas@sfgov.org

Contract Manager, Office of Contract Management
Human Services Agency

or

Hanna.Teferi@sfgov.org

Administrative Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance, 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 Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site.

- 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.

**HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY
BY PROGRAM**

Grantee's Name:

Grant Term:

BRIDGE Housing Corporation

July 1, 2019 - June 30, 2024

(Check One) New Renewal Modification X

If modification, Effective Date of Mod. 7/1/21 No. of Mod. 1

	A	B	C	D	E	F	G	H	I	J	K	L	M
9	Program: 3850 18th Street - RAD												
10	Budget Reference Page No.(s)												TOTAL
11	Program Term	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22 Current	7/1/21-6/30/22 Modification	7/1/21-6/30/22 Revised	7/1/22-6/30/23 Current	7/1/22-6/30/23 Modification	7/1/22-6/30/23 Revised	7/1/23-6/30/24 Current	7/1/23-6/30/24 Modification	7/1/23-6/30/24 Revised	7/1/19-6/30/24
12	Human Services Agency Expenditures												
13	Salaries & Benefits	\$68,792	\$68,792	\$68,792	\$0	\$68,792	\$68,792	\$0	\$68,792	\$68,792	0	\$68,792	\$343,959
14	Operating Expense	\$18,396	\$21,028	\$21,028	\$6,000	\$27,028	\$21,028	\$3,000	\$24,028	\$21,028	\$3,000	\$24,028	\$114,508
15	Capital Expenditure												
16	Subtotal	\$87,188	\$89,820	\$89,820	\$6,000	\$95,820	\$89,820	\$3,000	\$92,820	\$89,820	\$3,000	\$92,820	\$458,467
17	Indirect Percentage (%)	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%
18	Indirect Cost (Line 16 X Line 17)	\$13,078	\$13,454	\$13,454	\$98	\$13,552	\$13,454	\$98.00	\$13,552	\$13,454	\$98	\$13,552	\$67,188
19	Total HSA Expenditures	\$100,266	\$103,274	\$103,274	\$6,098	\$109,372	\$103,274	\$3,098	\$106,372	\$103,274	\$3,098	\$106,372	\$525,656
20	Developer Match Expenditures												
21	Salaries & Benefits	\$68,157	\$68,157	\$68,157	\$0	\$68,157	\$68,157	\$0	\$68,157	\$68,157	\$0	\$68,157	\$340,786
22	Operating Expense	\$30,343	\$30,343	\$30,343	\$0	\$30,343	\$30,343	\$0	\$30,343	\$30,343	\$0	\$30,343	\$151,714
23	Capital Expenditure												
24	Subtotal	\$98,500	\$98,500	\$98,500	\$0	\$98,500	\$98,500	\$0	\$98,500	\$98,500	\$0	\$98,500	\$492,500
25	Indirect Percentage (%)	15%	15%	15%	-	15%	15%	-	15%	15%	-	15%	15.00%
26	Indirect Cost (Line 16 X Line 17)	\$14,775	\$14,775	\$14,775	\$0	\$14,775	\$14,775	\$0	\$14,775	\$14,775	\$0	\$14,775	\$73,875
27	Total Developer Expenditures	\$113,275	\$113,275	\$113,275	\$0	\$113,275	\$113,275	\$0	\$113,275	\$113,275	\$0	\$113,275	\$566,375
28													
29	Total HSA and Developer Expenditures	\$213,541	\$216,549	\$216,549	\$6,098	\$222,647	\$216,549	\$3,098	\$219,647	\$216,549	\$3,098	\$219,647	\$1,092,030
30	HSA Revenues												
31	Local General Fund	\$100,266	\$103,274	\$103,274	\$6,098	\$109,372	\$103,274	\$3,098	\$106,372	\$103,274	\$3,098	\$106,372	\$525,656
32													
33													
34													
35													
36													
37													
38													
39	TOTAL HSA REVENUES	\$100,266	\$103,274	\$103,274	\$6,098	\$109,372	\$103,274	\$3,098	\$106,372	\$103,274	\$3,098	\$106,372	\$525,656
40	Developer Revenues												
41	Developer Match Funds	\$113,275	\$113,275	\$113,275	\$0	\$113,275	\$113,275	\$0	\$113,275	\$113,275	\$0	\$113,275	\$566,375
42													
43													
44													
45	Total Developer Revenues	\$113,275	\$113,275	\$113,275	\$0	\$113,275	\$113,275	\$0	\$113,275	\$113,275	\$0	\$113,275	\$566,375
46	Total Revenues	\$213,541	\$216,549	\$216,549	\$6,098	\$222,647	\$216,549	\$3,098	\$219,647	\$216,549	\$3,098	\$219,647	\$1,092,030
47	Full Time Equivalent (FTE)												
49	Prepared by:	Susan Neufeld Telephone No.		415-321-3526				Date 8/8/2019					
50	HSA-CO Review Signature:	_____											
51	HSA #1												
52													

Grantee's Name: BRIDGE Housing Corporation

Salaries & Benefits Detail

	A	B	C	D	E	F	G	H	I	J	K	L	M
1													
2													
3													
4	Grantee's Name: BRIDGE Housing Corporation												
5													
6													
7	Salaries & Benefits Detail												
8													
9													
10												TOTAL	
11												7/1/19-6/30/24	
12	POSITION TITLE	Annual Salary	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	
13	Service Coordinator	\$51,223	1.00	\$51,223	1.00	\$51,223	1.00	\$51,223	1.00	\$51,223	1.00	\$51,223	\$256,113
14													
15													
16													
17													
18													
19													
20													
21													
22													
23	TOTALS		1.000	\$51,223	1.000	\$51,223	1.000	\$51,223	1.000	\$51,223	1.000	\$51,223	\$256,113
24													
25													
26	EMPLOYEE FRINGE BENEFITS		34%	\$17,569	34%	\$17,569	34%	\$17,569	34%	\$17,569	34%	\$17,569	\$87,847
27													
28													
29	TOTAL HSA SALARIES & BENEFITS			\$68,792		\$68,792		\$68,792		\$68,792		\$68,792	\$343,959
30													
31	EVELOPER MATCH POSITION TITLE												
32	Service Coordinator	\$43,320	0.50	\$21,660	0.50	\$21,660	0.50	\$21,660	0.50	\$21,660	0.50	\$21,660	\$108,300
33	Service Coordinator	\$58,180	0.50	\$29,090	0.50	\$29,090	0.50	\$29,090	0.50	\$29,090	0.50	\$29,090	\$145,450
34													
35													
36													
37													
38	TOTALS		1.00	\$50,750	1.00	\$50,750	1.00	\$50,750	1.00	\$50,750	1.00	\$50,750	\$253,750
39													
40	EMPLOYEE FRINGE BENEFITS		34%	\$17,407	34%	\$17,407	34%	\$17,407	34%	\$17,407	34%	\$17,407	\$87,036
41													
42	TOTAL DEVELOPER SALARIES & BENEFITS			\$68,157		\$68,157		\$68,157		\$68,157		\$68,157	\$340,786
43	TOTAL SALARIES & BENEFITS		2.00	\$136,949	2.00	\$136,949	2.00	\$136,949	2.00	\$136,949	2.00	\$136,949	\$684,745
44													
45	HSA #2												
46													

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1															
2															
3															
4	Grantee's Name: BRIDGE Housing Corporation														
5															
6															
7	Operating Expense Detail														
8															
9															
10	<u>HSA Expenditure Category</u>	TERM	<u>Human Services Agency</u> 7/1/19-6/30/20	<u>Human Services Agency</u> 7/1/20-6/30/21	<u>Human Services Agency</u> 7/1/21-6/30/22	<u>Human Services Agency</u> 7/1/22--6/30/23	<u>Human Services Agency</u> 7/1/23-6/30/24	<u>TOTAL</u> 7/1/19-6/30/24							
11	Rental of Property														
12	Telephone and Office Furniture														
13	Program/Office Supplies		\$2,540	\$5,172	\$11,172	\$8,172	\$8,172	\$35,228							
14	Utilities (Electricity, Water, Sewer, Gas, Phone)														
15	Printing and Reproduction														
16	Insurance														
17	Staff Travel (Local & Out of Town)														
18	Law Library														
19	Membership/Dues														
20	Rental of Equipment														
21	Senior Right Bulletin														
22															
23	Staff Training														
24	Evaluation Expenses		\$15,000	\$15,000	\$15,000	\$15,000	\$15,000	\$75,000							
25	OTHER														
26	Language Line/Translation Services														
27	Pangea/AASC Database		\$856	\$856	\$856	\$856	\$856	\$4,280							
28	Educational Programs														
29	Evaluation and Data Collection (BRIDGE)														
30															
31	TOTAL HSA OPERATING EXPENSE		\$18,396	\$21,028	\$27,028	\$24,028	\$24,028	\$114,508							
32															
33	<u>Developer Match Operating Expense</u>														
34	Staff Travel		\$146	\$146	\$146	\$146	\$146	\$730							
35	Telephone and Furniture		\$430	\$430	\$430	\$430	\$430	\$2,150							
36	Office Supplies, Postage														
37	Printing and Reproduction														
38	Program Supplies		\$11,358	\$11,358	\$11,358	\$11,358	\$11,358	\$56,790							
39	Staff Travel														
40	Utilities		\$1,984	\$1,984	\$1,984	\$1,984	\$1,984	\$9,920							
41	Rental of Equipment														
42	Volunteer Expenses (Receptionist/intake)														
43	Translation Services/Langue Line														
44	Pangea/AASC Database		\$144	\$144	\$144	\$144	\$144	\$720							
45	Charting														
46	Staff Training		\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$12,500							
47	Educational Programs/LCSW/Other Outside Services		\$13,781	\$13,781	\$13,781	\$13,781	\$13,781	\$68,904							
48															
49	TOTAL DEVELOPER OPERATING EXPENSE		\$30,343	\$30,343	\$30,343	\$30,343	\$30,343	\$151,714							
50															
51	TOTAL OPERATING EXPENSE		\$48,739	\$51,371	\$57,371	\$54,371	\$54,371	\$266,222							
52															
53	HSA #3														
54															

Appendix A-1 – Services to be Provided
Bridge Housing
RAD Housing Support Services at 462 Duboce Avenue
July 1, 2019 – June 30, 2024

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
DAS	Department of Disability and Aging Services
Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment. Source: California Code of Regulations Title 22, Sec. 7630
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Bridge Housing
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.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
MOHCD	Mayor’s Office of Housing and Community Development
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human Services Agency.
Older Adult	Person who is 60 years and older, used interchangeably with “senior”
Senior	Person who is 60 years or older, used interchangeably with “older adult
SF-HSA	Human Services Agency of the City and County of San Francisco.
RAD	Rental Assistance Demonstration
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).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 462 Duboce Avenue, San Francisco, CA, 94117. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income

- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco *and*
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 462 Duboce Avenue, San Francisco, CA, 94117, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with

- conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. **Community Engagement:**
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
 5. Grantee will hire, train, and supervise 1 FTE (leveraged and/or grant funded) to provide services.
 6. 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. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. 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. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

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

1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

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

1. At least 50% of unduplicated tenants participating in the annual survey will feel “strongly” or “very strongly” about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: “How strongly do you

feel about being connected and involved in the tenant/resident community at [site]?” The options should be “Very strongly”, “Strongly”, “Somewhat”, “Not at all”.

2. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: “Do you have better access to resources that improve your health and wellness?” The options should be “Highly agree”, “Agree”, “Neutral”, “Disagree”, “Highly disagree”.
3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using a DAS OCP approved intake form, into the grantee’s database.
2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.

3. 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.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10th (June-December data) and July 10th (January-June data).
8. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
9. 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.
10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.

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

Rocio.Duenas@sfgov.org

Contract Manager, Office of Contract Management
Human Services Agency

or

Hanna.Teferi@sfgov.org

Administrative Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance, 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 Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site.

- 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.

**HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY
BY PROGRAM**

Grantee's Name: **BRIDGE Housing Corporation**
Grant Term: July 1, 2019 - June 30, 2024

(Check One) New Renewal Modification X

If modification, Effective Date of Mod. 7/1/21 No. of Mod. 1

1	A	B	C	D	E	F	G	H	I	J	K	L	M
2													
3													
4													
5													
6													
7													
8													
9	Program: 462 Duboce - RAD												
10	Budget Reference Page No.(s)												
11	Program Term	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22 Current	7/1/21-6/30/22 Modification	7/1/21-6/30/22 Revised	7/1/22-6/30/23 Current	7/1/22-6/30/23 Modification	7/1/22-6/30/23 Revised	7/1/23-6/30/24 Current	7/1/23-6/30/24 Modification	7/1/23-6/30/24 Revised	TOTAL 7/1/19-6/30/24
12	Human Services Agency Expenditures												
13	Salaries & Benefits	\$40,139	\$41,244	\$41,244	\$0	\$41,244	\$41,244	\$0	\$41,244	\$41,244	\$0	\$41,244	\$205,116
14	Operating Expense	\$4,686	\$4,986	\$4,986	\$4,295	\$9,281	\$4,986	\$1,295	\$6,281	\$4,986	\$1,295	\$6,281	\$31,515
15	Capital Expenditure												
16	Subtotal	\$44,825	\$46,230	\$46,230	\$4,295	\$50,525	\$46,230	\$1,295	\$47,525	\$46,230	\$1,295	\$47,525	\$236,631
17	Indirect Percentage (%)	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%
18	Indirect Cost (Line 16 X Line 17)	\$6,780	\$6,922	\$6,922	\$226	\$7,148	\$6,922	\$207	\$7,129	\$6,922	\$207	\$7,129	\$35,107
19	Total HSA Expenditures	\$51,604	\$53,152	\$53,152	\$4,595	\$57,747	\$53,152	\$1,595	\$54,747	\$53,152	\$1,595	\$54,747	\$271,997
20	Developer Match Expenditures												
21	Salaries & Benefits	\$54,013	\$54,013	\$54,013	\$0	\$54,013	\$54,013	\$0	\$54,013	\$54,013	\$0	\$54,013	\$270,065
22	Operating Expense	\$5,205	\$5,205	\$5,205	\$0	\$5,205	\$5,205	\$0	\$5,205	\$5,205	\$0	\$5,205	\$26,025
23	Capital Expenditure												
24	Subtotal	\$59,218	\$59,218	\$59,218	\$0	\$59,218	\$59,218	\$0	\$59,218	\$59,218	\$0	\$59,218	\$296,090
25	Indirect Percentage (%)	15%	15%	15%	-	15%	15%	-	15%	15%	-	15%	15%
26	Indirect Cost (Line 16 X Line 17)	\$8,908	\$8,883	\$8,883	\$0	\$8,883	\$8,883	\$0	\$8,883	\$8,883	\$0	\$8,883	\$44,438
27	Total Developer Expenditures	\$68,126	\$68,101	\$68,101	\$0	\$68,101	\$68,101	\$0	\$68,101	\$68,101	\$0	\$68,101	\$340,528
28													
29	Total HSA and Developer Expenditures	\$119,730	\$121,253	\$121,253	\$4,595	\$125,848	\$121,253	\$1,595	\$122,848	\$121,253	\$1,595	\$122,848	\$612,527
30	HSA Revenues												
31	Local General Fund	\$51,604	\$53,152	\$53,152	\$4,595	\$57,747	\$53,152	\$1,595	\$54,747	\$53,152	\$1,595	\$54,747	\$271,997
32													
33													
34													
35													
36													
37													
38													
39	TOTAL HSA REVENUES	\$51,604	\$53,152	\$53,152	\$4,595	\$57,747	\$53,152	\$1,595	\$54,747	\$53,152	\$1,595	\$54,747	\$271,997
40	Developer Revenues												
41	Developer Match Funds	\$68,126	\$68,101	\$68,101	\$0	\$68,101	\$68,101	\$0	\$68,101	\$68,101	\$0	\$68,101	\$340,528
42													
43													
44													
45	Total Developer Revenues	\$68,126	\$68,101	\$68,101	\$0	\$68,101	\$68,101	\$0	\$68,101	\$68,101	\$0	\$68,101	\$340,528
46	Total Revenues	\$119,730	\$121,253	\$121,253	\$4,595	\$125,848	\$121,253	\$1,595	\$122,848	\$121,253	\$1,595	\$122,848	\$612,527
47	Full Time Equivalent (FTE)												
49	Prepared by:	Susan Neufeld Telephone No. 415-321-3526										Date	
50	HSA-CO Review Signature:	_____											
51	HSA #1												
52													

Appendix A-1 – Services to be Provided
Bridge Housing
RAD Housing Support Services at 1855 15th Street
July 1, 2019 – June 30, 2024

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

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CARBON	Contracts Administration, Reporting, and Billing Online System
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Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Bridge Housing
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.
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MOHCD	Mayor’s Office of Housing and Community Development
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SF-HSA	Human Services Agency of the City and County of San Francisco.
RAD	Rental Assistance Demonstration
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).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 1855 15th Street, San Francisco, CA, 94103. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income

- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco *and*
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 1855 15th Street, San Francisco, CA, 94103, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with

- conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. **Community Engagement:**
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
 5. Grantee will hire, train, and supervise 1.25 FTE (leveraged and/or grant funded) to provide services.
 6. 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. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. 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. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

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

1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

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

1. At least 50% of unduplicated tenants participating in the annual survey will feel “strongly” or “very strongly” about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: “How strongly do you

feel about being connected and involved in the tenant/resident community at [site]?” The options should be “Very strongly”, “Strongly”, “Somewhat”, “Not at all”.

2. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: “Do you have better access to resources that improve your health and wellness?” The options should be “Highly agree”, “Agree”, “Neutral”, “Disagree”, “Highly disagree”.
3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using a DAS OCP approved intake form, into the grantee’s database.
2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.

3. 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.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10th (June-December data) and July 10th (January-June data).
8. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
9. 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.
10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.

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

Rocio.Duenas@sfgov.org

Contract Manager, Office of Contract Management
Human Services Agency

or

Hanna.Teferi@sfgov.org

Administrative Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance, 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 Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site.

- 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.

**HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY
BY PROGRAM**

	A	B	C	D	E	F	G	H	I	J	K	L	M
1													
2													
3													
4													
5	Grantee's Name:			Grant Term:									
6	BRIDGE Housing Corporation			July 1, 2019 - June 30, 2024									
7	(Check One) New Renewal Modification <u> X </u>												
8	If modification, Effective Date of Mod. 7/1/21 No. of Mod. 1												
9	Program: 1855 15th (Mission Dolores) - RAD												
10	Budget Reference Page No.(s)												TOTAL
11	Program Term	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22 Original	7/1/21-6/30/22 Modification	7/1/21-6/30/22 Revised	7/1/22-6/30/23 Original	7/1/22-6/30/23 Modification	7/1/22-6/30/23 Revised	7/1/23-6/30/24 Original	7/1/23-6/30/24 Modification	7/1/23-6/30/24 Revised	7/1/19-6/30/24
12	Human Services Agency Expenditures												
13	Salaries & Benefits	\$38,628	\$38,628	\$38,628	\$0	\$38,628	\$38,628	\$0.22	\$38,628	\$38,628	\$0	\$38,628	\$193,141
14	Operating Expense	\$21,991	\$24,006	\$24,006	\$4,654	\$28,660	\$24,006	\$1,654	\$25,660	\$24,006	\$1,654	\$25,660	\$125,977
15	Capital Expenditure												
16	Subtotal	\$60,619	\$62,634	\$62,634	\$4,654	\$67,288	\$62,634	\$1,654	\$64,288	\$62,634	\$1,654	\$64,288	\$319,118
17	Indirect Percentage (%)	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%
18	Indirect Cost (Line 16 X Line 17)	\$9,093	\$9,169	\$9,169	\$500	\$9,669	\$9,169	\$500	\$9,669	\$9,169	\$500	\$9,669	\$47,270
19	Total HSA Expenditures	\$69,712	\$71,803	\$71,803	\$5,154	\$76,957	\$71,803	\$2,154	\$73,957	\$71,803	\$2,154	\$73,957	\$366,386
20	Developer Match Expenditures												
21	Salaries & Benefits	\$66,728	\$66,728	\$66,728	\$0	\$66,728	\$66,728	\$0	\$66,728	\$66,728	\$0	\$66,728	\$333,638
22	Operating Expense	\$23,925	\$23,925	\$23,925	\$0	23,925	23,925	\$0	23,925	23,925	\$0	23,925	\$119,625
23	Capital Expenditure												
24	Subtotal	\$90,653	\$90,653	\$90,653	\$0	\$90,653	\$90,653	\$0	\$90,653	\$90,653	\$0	\$90,653	\$453,263
25	Indirect Percentage (%)	15%	15%	15%	-	15%	15%	-	15%	15%	-	15%	15%
26	Indirect Cost (Line 16 X Line 17)	\$13,598	\$13,598	\$13,598	\$0	\$13,598	\$13,598	\$0	\$13,598	\$13,598	\$0	\$13,598	\$67,989
27	Total Developer Expenditures	\$104,250	\$104,250	\$104,250	\$0	\$104,250	\$104,250	\$0	\$104,250	\$104,250	\$0	\$104,250	\$521,252
28													
29	Total HSA and Developer Expenditures	\$173,963	\$176,054	\$176,053	\$5,154	\$181,208	\$176,053	\$2,154	\$178,208	\$176,053	\$2,154	\$178,208	\$887,640
30	HSA Revenues												
31	Local General Fund	\$69,712	\$71,803	\$71,803	\$5,154	\$76,957	\$71,803	\$2,154	\$73,957	\$71,803	\$2,154	\$73,957	\$366,386
32													
33													
34													
35													
36													
37													
38													
39	TOTAL HSA REVENUES	\$69,712	\$71,803	\$71,803	\$5,154	\$76,957	\$71,803	\$2,154	\$73,957	\$71,803	\$2,154	\$73,957	\$366,386
40	Developer Revenues												
41	Developer Match Funds	\$104,250	\$104,250	\$104,250	\$0	\$104,250	\$104,250	\$0	\$104,250	\$104,250	\$0	\$104,250	\$521,252
42													
43													
44													
45	Total Developer Revenues	\$104,250	\$104,250	\$104,250	\$0	\$104,250	\$104,250	\$0	\$104,250	\$104,250	\$0	\$104,250	\$521,252
46	Total Revenues	\$173,963	\$176,054	\$176,053	\$5,155	\$181,208	\$176,053	\$2,155	\$178,208	\$176,053	\$2,155	\$178,208	\$887,640
47	Full Time Equivalent (FTE)												
49	Prepared by:	Susan Neufeld Telephone No.		415-321-3526						Date 8.8.19			
50	HSA-CO Review Signature:	_____											
51	HSA #1												
52													

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1															
2															
3															
4	Grantee's Name: BRIDGE Housing Corporation														
5															
6															
7	Operating Expense Detail														
8															
9															
10	HSA Expenditure Category	TERM	Human Services Agency	Human Services Agency	Human Services Agency	Human Services Agency	Human Services Agency	Human Services Agency	TOTAL						
			7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/22--6/30/23	7/1/23-6/30/24	7/1/19-6/30/24							
11	Rental of Property														
12	Telephone and Office Furniture														
13	Program/Office Supplies		\$1,766	\$3,781	\$8,435	\$5,435	\$5,435	\$24,852							
14	Utilities (Electricity, Water, Sewer, Gas, Phone)														
15	Printing and Reproduction														
16	Insurance														
17	Staff Travel (Local & Out of Town)														
18	Evaluation Expenses		\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$100,000							
19	Membership/Dues														
20	Rental of Equipment														
21	Senior Right Bulletin														
22															
23	Staff Training														
24															
25	OTHER														
26	Language Line/Translation Services		\$225	\$225	\$225	\$225	\$225	\$1,125							
27	Pangea/AASC Database														
28	Educational Programs														
29	Staff Recognition														
30															
31	TOTAL HSA OPERATING EXPENSE		\$21,991	\$24,006	\$28,660	\$25,660	\$25,660	\$125,977							
32															
33	Developer Match Operating Expense														
34	Staff Travel														
35	Telephone and Furniture		\$300	\$300	\$300	\$300	\$300	\$1,500							
36	Office Supplies, Postage														
37	Printing and Reproduction		\$520	\$520	\$520	\$520	\$520	\$2,600							
38	Program Supplies		\$14,500	\$14,500	\$14,500	\$14,500	\$14,500	\$72,500							
39	Staff Travel		\$370	\$370	\$370	\$370	\$370	\$1,850							
40	Utilities		\$2,960	\$2,960	\$2,960	\$2,960	\$2,960	\$14,800							
41	Pangea		\$800	\$800	\$800	\$800	\$800	\$4,000							
42	Volunteer Expenses (Receptionist/intake)														
43	Translation Services/Language Line		\$75	\$75	\$75	\$75	\$75	\$375							
44	Educational Programs/LCSW/Other Outside Serv		\$2,400	\$2,400	\$2,400	\$2,400	\$2,400	\$12,000							
45	Charting														
46	Staff Training		\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$10,000							
47	Educational Programs/LCSW/Other Outside Services														
48															
49	TOTAL DEVELOPER OPERATING EXPENSE		\$23,925	\$23,925	\$23,925	\$23,925	\$23,925	\$119,625							
50															
51	TOTAL OPERATING EXPENSE		\$45,916	\$47,931	\$52,585	\$49,585	\$49,585	\$245,602							
52															
53	HSA #3														
54															

Appendix A-1 – Services to be Provided
Bridge Housing
RAD Housing Support Services at 25 Sanchez Street
July 1, 2019 – June 30, 2024

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
DAS	Department of Disability and Aging Services
Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment. Source: California Code of Regulations Title 22, Sec. 7630
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Bridge Housing
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.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
MOHCD	Mayor’s Office of Housing and Community Development
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human Services Agency.
Older Adult	Person who is 60 years and older, used interchangeably with “senior”
Senior	Person who is 60 years or older, used interchangeably with “older adult
SF-HSA	Human Services Agency of the City and County of San Francisco.
RAD	Rental Assistance Demonstration
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).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 25 Sanchez St, San Francisco, CA, 94114. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income

- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco *and*
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 25 Sanchez St, San Francisco, CA, 94114, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with

- conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement:
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
 5. Grantee will hire, train, and supervise 1.25 FTE (leveraged and/or grant funded) to provide services.
 6. 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. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. 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. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

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

1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

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

1. At least 50% of unduplicated tenants participating in the annual survey will feel “strongly” or “very strongly” about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: “How strongly do you

feel about being connected and involved in the tenant/resident community at [site]?” The options should be “Very strongly”, “Strongly”, “Somewhat”, “Not at all”.

2. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: “Do you have better access to resources that improve your health and wellness?” The options should be “Highly agree”, “Agree”, “Neutral”, “Disagree”, “Highly disagree”.
3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using a DAS OCP approved intake form, into the grantee’s database.
2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.

3. 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.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
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8. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
9. 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.
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Rocio.Duenas@sfgov.org

Contract Manager, Office of Contract Management
Human Services Agency

or

Hanna.Teferi@sfgov.org

Administrative Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance, 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 Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site.

- 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.

**HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY
BY PROGRAM**

Grantee's Name:

Grant Term:

BRIDGE Housing Corporation

July 1, 2019 - June 30, 2024

(Check One) New Renewal Modification X

If modification, Effective Date of Mod. 7/1/21 No. of Mod. 1

9	Program: 25 Sanchez - RAD												
10	Budget Reference Page No.(s)												
11	Program Term	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22 Original	7/1/21-6/30/22 Modification	7/1/21-6/30/22 Revised	7/1/22-6/30/23 Original	7/1/22-6/30/23 Modification	7/1/22-6/30/23 Revised	7/1/23-6/30/24 Original	7/1/23-6/30/24 Modification	7/1/23-6/30/24 Revised	TOTAL 7/1/19-6/30/24
12	Human Services Agency Expenditures												
13	Salaries & Benefits	\$40,763	\$40,763	\$40,763	\$0	\$40,763	\$40,763	\$0	\$40,763	\$40,763	\$0	\$40,763	\$203,813
14	Operating Expense	\$19,388	\$21,390	\$21,390	\$4,637	\$26,027	\$21,390	\$1,637	23,027	21,390	\$1,637	23,027	\$112,859
15	Capital Expenditure												
16	Subtotal	\$60,151	\$62,153	\$62,153	\$4,637	\$66,790	\$62,153	\$1,637	\$63,790	\$62,153	\$1,637	\$63,790	\$316,672
17	Indirect Percentage (%)	15%	15%	15%	0%	15%	15%	0%	15%	15%	0%	15%	15%
18	Indirect Cost (Line 16 X Line 17)	\$9,023	\$9,094	\$9,094	\$500	\$9,594	\$9,094	\$500	\$9,594	\$9,094	\$500	\$9,594	\$46,899
19	Total HSA Expenditures	\$69,172	\$71,247	\$71,247	\$5,137	\$76,384	\$71,247	\$2,137	\$73,384	\$71,247	\$2,137	\$73,384	\$363,571
20	Developer Match Expenditures												
21	Salaries & Benefits	\$92,824	\$92,824	\$92,824	\$0	\$92,824	\$92,824	\$0	\$92,824	\$92,824	\$0	\$92,824	\$464,119
22	Operating Expense	\$32,728	\$32,728	\$32,728	\$0	\$32,728	32,728	\$0	\$32,728	32,728	\$0	\$32,728	\$163,640
23	Capital Expenditure												
24	Subtotal	\$125,552	\$125,552	\$125,552	\$0	\$125,552	\$125,552	\$0	\$125,552	\$125,552	\$0	\$125,552	\$627,759
25	Indirect Percentage (%)	15%	15%	15%	-	15%	15%	-	15%	15%	-	15%	15%
26	Indirect Cost (Line 16 X Line 17)	\$19,283	\$19,283	\$19,283	\$0	\$19,283	\$19,283	\$0	\$19,283	\$19,283	\$0	\$19,283	\$96,414
27	Total Developer Expenditures	\$144,835	\$144,835	\$144,835	\$0	\$144,835	\$144,835	\$0	\$144,835	\$144,835	\$0	\$144,835	\$724,173
28													
29	Total HSA and Developer Expenditures	\$214,007	\$216,081	\$216,082	\$5,137	\$221,218	\$216,082	\$2,137	\$218,219	\$216,082	\$2,137	\$218,219	\$1,087,744
30	HSA Revenues												
31	Local General Fund	\$69,172	\$71,247	\$71,247	\$5,137	\$76,384	\$71,247	\$2,137	\$73,384	\$71,247	\$2,137	\$73,384	\$363,571
32													
33													
34													
35													
36													
37													
38													
39	TOTAL HSA REVENUES	\$69,172	\$71,247	\$71,247	\$5,137	\$76,384	\$71,247	\$2,137	\$73,384	\$71,247	\$2,137	\$73,384	\$363,571
40	Developer Revenues												
41	Developer Match Funds	\$144,835	\$144,835	\$144,835	\$0	\$144,835	\$144,835	\$0	\$144,835	\$144,835	\$0	\$144,835	\$724,173
42													
43													
44													
45	Total Developer Revenues	\$144,835	\$144,835	\$144,835	\$0	\$144,835	\$144,835	\$0	\$144,835	\$144,835	\$0	\$144,835	\$724,173
46	Total Revenues	\$214,007	\$216,082	\$216,082	\$5,136	\$221,218	\$216,082	\$2,137	\$218,219	\$216,082	\$2,137	\$218,219	\$1,087,744
47	Full Time Equivalent (FTE)												
49	Prepared by:	Susan Neufeld Telephone No.		415-321-3526				Date 8/8/19					
50	HSA-CO Review Signature:	_____											
51	HSA #1												
52													

Appendix A-1 – Services to be Provided
Bridge Housing
RAD Housing Support Services at 255 Woodside Avenue
July 1, 2019 – June 30, 2024

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
DAS	Department of Disability and Aging Services
Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment. Source: California Code of Regulations Title 22, Sec. 7630
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Bridge Housing
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.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
MOHCD	Mayor’s Office of Housing and Community Development
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human Services Agency.
Older Adult	Person who is 60 years and older, used interchangeably with “senior”
Senior	Person who is 60 years or older, used interchangeably with “older adult
SF-HSA	Human Services Agency of the City and County of San Francisco.
RAD	Rental Assistance Demonstration
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).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 255 Woodside Ave, San Francisco, CA, 94127. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income

- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco *and*
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 255 Woodside Ave, San Francisco, CA, 94127, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with

- conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. **Community Engagement:**
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
 5. Grantee will hire, train, and supervise 1.5 FTE (leveraged and/or grant funded) to provide services.
 6. 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. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. 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. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

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

1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

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

1. At least 50% of unduplicated tenants participating in the annual survey will feel “strongly” or “very strongly” about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: “How strongly do you

feel about being connected and involved in the tenant/resident community at [site]?” The options should be “Very strongly”, “Strongly”, “Somewhat”, “Not at all”.

2. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: “Do you have better access to resources that improve your health and wellness?” The options should be “Highly agree”, “Agree”, “Neutral”, “Disagree”, “Highly disagree”.
3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using a DAS OCP approved intake form, into the grantee’s database.
2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.

3. 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.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10th (June-December data) and July 10th (January-June data).
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9. 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.
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- 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.

**HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY
BY PROGRAM**

Grantee's Name:

Grant Term:

BRIDGE Housing Corporation

July 1, 2019 - June 30, 2024

(Check One) New Renewal Modification X

If modification, Effective Date of Mod. 7/1/21 No. of Mod. 1

9	Program: 255 Woodside - RAD												
10	Budget Reference Page No.(s)												
11	Program Term	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22 Original	7/1/21-6/30/22 Modification	7/1/21-6/30/22 Revised	7/1/22-6/30/23 Original	7/1/22-6/30/23 Modification	7/1/22-6/30/23 Revised	7/1/23-6/30/24 Original	7/1/23-6/30/24 Modification	7/1/23-6/30/24 Revised	TOTAL 7/1/19-6/30/24
12	Human Services Agency Expenditures												
13	Salaries & Benefits	\$50,767	\$50,767	\$50,767	\$0	\$50,767	\$50,767	\$0	\$50,767	\$50,767	\$0	\$50,767	\$253,837
14	Operating Expense	\$37,127	\$39,825	\$39,825	\$5,623	\$45,448	\$39,825	\$2,623	\$42,448	\$39,825	\$2,623	\$42,448	\$207,296
15	Capital Expenditure												
16	Subtotal	\$87,894	\$90,592	\$90,592	\$5,623	\$96,215	\$90,592	\$2,623	\$93,215	\$90,592	\$2,623	\$93,215	\$461,133
17	Indirect Percentage (%)	15%	15%	15%	0%	15%	15%	0%	15%	15%	0%	15%	15%
18	Indirect Cost (Line 16 X Line 17)	\$13,184	\$13,519	\$13,519	\$499	\$14,018	\$13,519	\$499	\$14,018	\$13,519	\$499	\$14,018	\$68,758
19	Total HSA Expenditures	\$101,079	\$104,111	\$104,111	\$6,123	\$110,234	\$104,111	\$3,123	\$107,234	\$104,111	\$3,123	\$107,234	\$529,892
20	Developer Match Expenditures												
21	Salaries & Benefits	\$95,815	\$95,815	\$95,815	\$0	\$95,815	\$95,815	\$0	\$95,815	\$95,815	\$0	\$95,815	\$479,075
22	Operating Expense	\$9,967	\$9,967	\$9,967	\$0	9,967	9,967	\$0	9,967	9,967	\$0	9,967	\$49,835
23	Capital Expenditure												
24	Subtotal	\$105,782	\$105,782	\$105,782	\$0	\$105,782	\$105,782	\$0	\$105,782	\$105,782	\$0	\$105,782	\$528,910
25	Indirect Percentage (%)	15%	15%	15%	-	15%	15%	-	15%	15%	-	15%	15%
26	Indirect Cost (Line 16 X Line 17)	\$15,968	\$15,968	\$15,968	\$0	\$15,968	\$15,968	\$0	\$15,968	\$15,968	\$0	\$15,968	\$79,840
27	Total Developer Expenditures	\$121,750	\$121,750	\$121,750	\$0	\$121,750	\$121,750	\$0	\$121,750	\$121,750	\$0	\$121,750	\$608,750
28													
29	Total HSA and Developer Expenditures	\$222,829	\$225,861	\$225,861	\$6,123	\$231,984	\$225,861	\$3,123	\$228,984	\$225,861	\$3,123	\$228,984	\$1,138,642
30	HSA Revenues												
31	Local General Fund	\$101,079	\$104,111	\$104,111	\$6,123	\$110,234	\$104,111	\$3,123	\$107,234	\$104,111	\$3,123	\$107,234	\$529,892
32													
33													
34													
35													
36													
37													
38													
39	TOTAL HSA REVENUES	\$101,079	\$104,111	\$104,111	\$6,123	\$110,234	\$104,111	\$3,123	\$107,234	\$104,111	\$3,123	\$107,234	\$529,892
40	Developer Revenues												
41	Developer Match Funds	\$121,750	\$121,750	\$121,750	\$0	\$121,750	\$121,750	\$0	\$121,750	\$121,750	\$0	\$121,750	\$608,750
42													
43													
44													
45	Total Developer Revenues	\$121,750	\$121,750	\$121,750	\$0	\$121,750	\$121,750	\$0	\$121,750	\$121,750	\$0	\$121,750	\$608,750
46	Total Revenues	\$222,829	\$225,861	\$225,861	\$6,123	\$231,984	\$225,861	\$3,123	\$228,984	\$225,861	\$3,123	\$228,984	\$1,138,642
47	Full Time Equivalent (FTE)												
49	Prepared by:	Susan Neufeld Telephone No.		415-321-3526				Date 8.8.19					
50	HSA-CO Review Signature:	_____											
51	HSA #1												
52													

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1															
2															
3															
4	Grantee's Name: BRIDGE Housing Corporation														
5															
6															
7	Operating Expense Detail														
8															
9															
10	HSA Expenditure Category	TERM	Human Services Agency	Human Services Agency	Human Services Agency	Human Services Agency	Human Services Agency	Human Services Agency	TOTAL						
			7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	7/1/19-6/30/24							
11	Rental of Property														
12	Telephone and Office Furniture														
13	Program/Office Supplies		\$2,559	\$5,257	\$10,880	\$7,880	\$7,880	\$34,456							
14	Utilities (Electricity, Water, Sewer, Gas, Phone)		\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$6,000							
15	Printing and Reproduction		\$368	\$368	\$368	\$368	\$368	\$1,840							
16	Insurance														
17	Staff Travel (Local & Out of Town)														
18	Law Library														
19	Membership/Dues														
20	Rental of Equipment														
21	Senior Right Bulletin														
22															
23	Staff Training		\$7,000	\$7,000	\$7,000	\$7,000	\$7,000	\$35,000							
24	Evaluation Expenses		\$26,000	\$26,000	\$26,000	\$26,000	\$26,000	\$130,000							
25	OTHER														
26	Language Line/Translation Services														
27	Pangea/AASC Database														
28	Educational Programs														
29	Staff Recognition														
30															
31	TOTAL HSA OPERATING EXPENSE		\$37,127	\$39,825	\$45,448	\$42,448	\$42,448	\$207,296							
32															
33	Developer Match Operating Expense														
34	Staff Travel														
35	Telephone and Furniture		\$865	\$865	\$865	\$865	\$865	\$4,325							
36	Office Supplies, Postage														
37	Printing and Reproduction		\$482	\$482	\$482	\$482	\$482	\$2,410							
38	Program Supplies		\$7,120	\$7,120	\$7,120	\$7,120	\$7,120	\$35,600							
39	Staff Travel		\$700	\$700	\$700	\$700	\$700	\$3,500							
40	Utilities														
41	Rental of Equipment														
42	Volunteer Expenses (Receptionist/intake)														
43	Translation Services/Langue Line		\$800	\$800	\$800	\$800	\$800	\$4,000							
44	Educational Programs/LCSW/Other Outside Services														
45	Evaluation														
46	Staff Training														
47	Sub-Contractor (NCPHS)														
48															
49	TOTAL DEVELOPER OPERATING EXPENSE		\$9,967	\$9,967	\$9,967	\$9,967	\$9,967	\$49,835							
50															
51	TOTAL OPERATING EXPENSE		\$47,094	\$49,792	\$55,415	\$52,415	\$52,415	\$257,131							
52															
53	HSA #3														
54															

**Appendix A-1 – Services to be Provided
Chinatown Community Development Center
RAD Housing Support Services at 227 Bay Street
July 1, 2019 – June 30, 2024**

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
DAS	Department of Disability and Aging Services
Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment. Source: California Code of Regulations Title 22, Sec. 7630
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Chinatown Community Development Center
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.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
MOHCD	Mayor’s Office of Housing and Community Development
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human Services Agency.
Older Adult	Person who is 60 years and older, used interchangeably with “senior”
Senior	Person who is 60 years or older, used interchangeably with “older adult
SF-HSA	Human Services Agency of the City and County of San Francisco.
RAD	Rental Assistance Demonstration
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).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 227 Bay Street, San Francisco, CA, 94133. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income

- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco *and*
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 227 Bay Street, San Francisco, CA, 94133, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with

- conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement:
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
 5. Grantee will hire, train, and supervise 1 FTE (leveraged and/or grant funded) to provide services.
 6. 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. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. 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. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

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

1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

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

1. At least 50% of unduplicated tenants participating in the annual survey will feel “strongly” or “very strongly” about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: “How strongly do you

feel about being connected and involved in the tenant/resident community at [site]?” The options should be “Very strongly”, “Strongly”, “Somewhat”, “Not at all”.

2. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: “Do you have better access to resources that improve your health and wellness?” The options should be “Highly agree”, “Agree”, “Neutral”, “Disagree”, “Highly disagree”.
3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using a DAS OCP approved intake form, into the grantee’s database.
2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.

3. 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.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10th (June-December data) and July 10th (January-June data).
8. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
9. 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.
10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.

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

Rocio.Duenas@sfgov.org

Contract Manager, Office of Contract Management
Human Services Agency

or

Hanna.Teferi@sfgov.org

Administrative Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance, 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 Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site.

- 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.

**HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY
BY PROGRAM**

Grantee's Name:

Grant Term:

Chinatown Community Development Center

July 1, 2019 - June 30, 2024

(Check One) New ___ Renewal ___ Modification X

If modification, Effective Date of Mod. 7/1/21 No. of Mod. 1

Program: Rental Assistance Housing Support Services - 227 Bay

10	Budget Reference Page No.(s)												TOTAL
11	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22 Current	7/1/21-6/30/22 Modification	7/1/21-6/30/22 Revised	7/1/22-6/30/23 Current	7/1/22-6/30/23 Modification	7/1/22-6/30/23 Revised	7/1/23-6/30/24 Current	7/1/23-6/30/24 Modification	7/1/23-6/30/24 Revised	7/1/19-6/30/24	
12	Human Services Agency Expenditures												
13	\$38,539	\$40,090	\$40,090	\$3,563	\$43,653	\$40,090	\$3,563	\$43,653	\$40,090	\$3,563	\$43,653	\$209,587	
14	\$8,451	\$8,310	\$8,310	-1,034	\$7,276	\$8,310	-1,034	\$7,276	\$8,310	-1,034	\$7,276	\$38,588	
15													
16	Subtotal	\$46,990	\$48,400	\$48,400	\$2,528	\$50,928	\$48,400	\$2,528	\$50,928	\$48,400	\$2,528	\$50,928	\$248,175
17	Indirect Percentage (%)	15%	15%	15%	-2%	13%	15%	-2%	13%	15%	-2%	13%	14%
18	Indirect Cost (Line 16 X Line 17)	\$7,049	\$7,260	\$7,260	-\$858	\$6,402	\$7,260	-\$858	\$6,402	\$7,260	-\$858	\$6,402	\$33,514
19	Total HSA Expenditures	\$54,039	\$55,660	\$55,660	\$1,670	\$57,330	\$55,660	\$1,670	\$57,330	\$55,660	\$1,670	\$57,330	\$281,689
20	Developer Match Expenditures												
21	\$56,322	\$56,322	\$56,322	\$63,008	\$119,330	\$56,322	\$63,008	\$119,330	\$56,322	\$63,008	\$119,330	\$470,636	
22	\$8,700	\$8,700	\$8,700	\$0	\$8,700	\$8,700	\$0	\$8,700	\$8,700	\$0	\$8,700	\$43,500	
23													
24	Subtotal	\$65,022	\$65,022	\$65,022	\$63,008	\$128,030	\$65,022	\$63,008	\$128,030	\$65,022	\$63,008	\$128,030	\$514,136
25	Indirect Percentage (%)	15%	15%	15%	0%	15%	15%	0%	15%	15%	0%	15%	15%
26	Indirect Cost (Line 16 X Line 17)	\$9,753	\$9,753	\$9,753	\$9,451	\$19,205	\$9,753	\$9,451	\$19,205	\$9,753.30	\$9,451	\$19,205	\$77,120
27	Total Developer Expenditures	\$74,775	\$74,775	\$74,775	\$72,460	\$147,235	\$74,775	\$72,460	\$147,235	\$74,775	\$72,460	\$147,235	\$591,256
28													
29	Total HSA and Developer Expenditures	\$128,814	\$130,435	\$130,435	\$74,130	\$204,565	\$130,435	\$74,130	\$204,565	\$130,435	\$74,130	\$204,565	\$872,945
30	HSA Revenues												
31	Local General Fund	\$54,039	\$55,660	\$55,660	\$1,670	\$57,330	\$55,660	\$1,670	\$57,330	\$55,660	\$1,670	\$57,330	\$281,689
32													
33													
34													
35													
36													
37													
38													
39	TOTAL HSA REVENUES	\$54,039	\$55,660	\$55,660	\$1,670	\$57,330	\$55,660	\$1,670	\$57,330	\$55,660	\$1,670	\$57,330	\$281,689
40	Developer Revenues												
41	Developer Match Funds	\$74,775	\$74,775	\$74,775	\$72,460	\$147,235	\$74,775	\$72,460	\$147,235	\$74,775	\$72,460	\$147,235	\$591,256
42													
43													
44													
45	Total Developer Revenues	\$74,775	\$74,775	\$74,775	\$72,460	\$147,235	\$74,775	\$72,460	\$147,235	\$74,775	\$72,460	\$147,235	\$591,256
46	Total Revenues	\$128,814	\$130,435	\$130,435	\$74,130	\$204,565	\$130,435	\$74,130	\$204,565	\$130,435	\$74,130	\$204,565	\$872,945
47	Full Time Equivalent (FTE)	1.10	1.13	1.13	0.72	1.85	1.13	0.72	1.85	1.13	0.72	1.85	
49	Prepared by: Wai Ching Kwan	Telephone No. 415-984-1459										Date 11/5/2018	
50	HSA-CO Review Signature:	_____											
51	HSA #1												
52													

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1															
2															
3															
4	Grantee's Name: Chinatown Community Development Center														
5															
6															
7	Operating Expense Detail														
8															
9															
10	<u>HSA Expenditure Category</u>	TERM	<u>Human Services Agency</u> 7/1/19-6/30/20	<u>Human Services Agency</u> 7/1/20-6/30/21	<u>Human Services Agency</u> 7/1/21-6/30/22	<u>Human Services Agency</u> 7/1/22-6/30/23	<u>Human Services Agency</u> 7/1/23-6/30/24	<u>TOTAL</u> 7/1/19-6/30/24							
11	Rental of Property		\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$6,000							
12	Telephone and Office Furniture		\$809	\$1,200	\$820	\$820	\$820	\$4,469							
13	Program/Office Supplies		\$700	\$900	\$700	\$700	\$700	\$3,700							
14	Utilities (Electricity, Water, Sewer, Gas, Phone)														
15	Printing and Reproduction														
16	Insurance														
17	Staff Travel (Local & Out of Town)		\$242	\$10	\$56	\$56	\$56	\$419							
18	Law Library														
19	Membership/Dues														
20	Rental of Equipment														
21	Senior Right Bulletin														
22															
23	Staff Training														
24															
25	OTHER														
26	Tenant Activities		\$5,500	\$5,000	\$4,500	\$4,500	\$4,500	\$24,000							
27															
28															
29															
30															
31	TOTAL HSA OPERATING EXPENSE		\$8,451	\$8,310	\$7,276	\$7,276	\$7,276	\$38,588							
32															
33	<u>Developer Match Operating Expense</u>														
34	Staff Travel		\$500	\$500	\$500	\$500	\$500	\$2,500							
35	Telephone and Furniture		\$500	\$500	\$500	\$500	\$500	\$2,500							
36	Office Supplies, Postage		\$500	\$500	\$500	\$500	\$500	\$2,500							
37	Printing and Reproduction														
38	Program Supplies		\$500	\$500	\$500	\$500	\$500	\$2,500							
39	Law Library														
40	Membership/Dues														
41	Rental of Equipment														
42	Volunteer Expenses (Receptionist/intake)														
43	Translation Services/Language Line		\$500	\$500	\$500	\$500	\$500	\$2,500							
44	Tenant Activities		\$4,200	\$4,200	\$4,200	\$4,200	\$4,200	\$21,000							
45	Charting														
46	Staff Training		\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$10,000							
47	Sub-Contractor														
48															
49	TOTAL DEVELOPER OPERATING EXPENSE		\$8,700	\$8,700	\$8,700	\$8,700	\$8,700	\$43,500							
50															
51	TOTAL OPERATING EXPENSE		\$17,151	\$17,010	\$15,976	\$15,976	\$15,976	\$82,088							
52															
53	HSA #3														
54															

**Appendix A-1 – Services to be Provided
Chinatown Community Development Center
RAD Housing Support Services at 990 Pacific Avenue
July 1, 2019 – June 30, 2024**

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

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Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Chinatown Community Development Center
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.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
MOHCD	Mayor’s Office of Housing and Community Development
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human Services Agency.
Older Adult	Person who is 60 years and older, used interchangeably with “senior”
Senior	Person who is 60 years or older, used interchangeably with “older adult
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RAD	Rental Assistance Demonstration
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).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 990 Pacific Avenue, San Francisco, CA, 94133. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income

- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco *and*
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 990 Pacific Avenue, San Francisco, CA, 94133, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with

- conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement:
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
 5. Grantee will hire, train, and supervise 2 FTE (leveraged and/or grant funded) to provide services.
 6. 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. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. 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. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

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

1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

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

1. At least 50% of unduplicated tenants participating in the annual survey will feel “strongly” or “very strongly” about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: “How strongly do you

feel about being connected and involved in the tenant/resident community at [site]?” The options should be “Very strongly”, “Strongly”, “Somewhat”, “Not at all”.

2. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: “Do you have better access to resources that improve your health and wellness?” The options should be “Highly agree”, “Agree”, “Neutral”, “Disagree”, “Highly disagree”.
3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using a DAS OCP approved intake form, into the grantee’s database.
2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.

3. 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.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10th (June-December data) and July 10th (January-June data).
8. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
9. 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.
10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.

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

Rocio.Duenas@sfgov.org

Contract Manager, Office of Contract Management
Human Services Agency

or

Hanna.Teferi@sfgov.org

Administrative Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance, 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 Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site.

- 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.

**HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY
BY PROGRAM**

Grantee's Name: **Chinatown Community Development Center** Grant Term: **July 1, 2019 - June 30, 2024**

(Check One) New Renewal Modification

If modification, Effective Date of Mod. 7/1/21 No. of Mod. 1

Program: Rental Assistance Housing Support Services - 990 Pacific

Budget Reference Page No.(s)													TOTAL
Program Term	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22 Current	7/1/21-6/30/22 Modification	7/1/21-6/30/22 Revised	7/1/22-6/30/23 Current	7/1/22-6/30/23 Modification	7/1/22-6/30/23 Revised	7/1/23-6/30/24 Current	7/1/23-6/30/24 Modification	7/1/23-6/30/24 Revised	7/1/19-6/30/24	
Human Services Agency Expenditures													
Salaries & Benefits	\$53,218	\$55,655	\$55,655	\$2,665	\$58,320	\$55,655	\$2,665	\$58,320	\$55,655	\$2,665	\$58,320	\$283,832	
Operating Expense	\$8,809	\$8,666	\$8,666	\$1,520	\$10,186	\$8,666	\$695	\$9,361	\$8,666	\$695	\$9,361	\$46,383	
Capital Expenditure													
Subtotal	\$62,028	\$64,321	\$64,321	\$4,185	\$68,506	\$64,321	\$3,360	\$67,681	\$64,321	\$3,360	\$67,681	\$330,215	
Indirect Percentage (%)	15%	15%	15%	-2%	13%	15%	-2%	13%	15%	-2%	13%	14%	
Indirect Cost (Line 16 X Line 17)	\$9,304	\$9,648	\$9,648	-\$1,037	\$8,611	\$9,648	-\$1,141	\$8,507	\$9,648	-\$1,141	\$8,507	\$44,578	
Total HSA Expenditures	\$71,332	\$73,969	\$73,969	\$3,148	\$77,117	\$73,969	\$2,219	\$76,188	\$73,969	\$2,219	\$76,188	\$374,794	
Developer Match Expenditures													
Salaries & Benefits	\$120,960	\$120,960	\$120,960	\$19,358	\$140,318	\$120,960	\$19,358	\$140,318	\$120,960	\$19,358	\$140,318	\$662,874	
Operating Expense	\$30,668	\$30,668	\$30,668	\$0	\$30,668	\$30,668	\$1,000	\$31,668	\$30,668	\$1,000	\$31,668	\$155,338	
Capital Expenditure													
Subtotal	\$151,628	\$151,628	\$151,628	\$19,357	\$170,985	\$151,628	\$20,357	\$171,985	\$151,628	\$20,357	\$171,985	\$818,211	
Indirect Percentage (%)	15%	15%	15%	0%	15%	15%	0%	15%	15%	0%	15%	15%	
Indirect Cost (Line 16 X Line 17)	\$22,744	\$22,744	\$22,744	\$2,904	\$25,648	\$22,744	\$3,054	\$25,798	\$22,744.20	\$3,054	\$25,798	\$122,732	
Total Developer Expenditures	\$174,372	\$174,372	\$174,372	\$22,261	\$196,633	\$174,372	\$23,411	\$197,783	\$174,372	\$23,411	\$197,783	\$940,943	
Total HSA and Developer Expenditures	\$245,704	\$248,341	\$248,341	\$25,408	\$273,750	\$248,341	\$25,630	\$273,971	\$248,341	\$25,630	\$273,971	\$1,315,737	
HSA Revenues													
Local General Fund	\$71,332	\$73,969	\$73,969	\$3,148	\$77,117	\$73,969	\$2,219	\$76,188	\$73,969	\$2,219	\$76,188	\$374,794	
TOTAL HSA REVENUES	\$71,332	\$73,969	\$73,969	\$3,148	\$77,117	\$73,969	\$2,219	\$76,188	\$73,969	\$2,219	\$76,188	\$374,794	
Developer Revenues													
Developer Match Funds	\$174,372	\$174,372	\$174,372	\$22,261	\$196,633	\$174,372	\$23,411	\$197,783	\$174,372	\$23,411	\$197,783	\$940,943	
Total Developer Revenues	\$174,372	\$174,372	\$174,372	\$22,261	\$196,633	\$174,372	\$23,411	\$197,783	\$174,372	\$23,411	\$197,783	\$940,943	
Total Revenues	\$245,704	\$248,341	\$248,341	\$25,408	\$273,750	\$248,341	\$25,630	\$273,971	\$248,341	\$25,630	\$273,971	\$1,315,737	
Full Time Equivalent (FTE)	2.12	2.22	2.22	0.13	2.35	2.22	0.13	2.35	2.22	0.13	2.35		

Prepared by: Wai Ching Kwan Telephone No. 415-984-1459 Date 11/1/2018

HSA-CO Review Signature: _____

HSA #1

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1															
2															
3															
4	Grantee's Name: Chinatown Community Development Center														
5															
6															
7	Operating Expense Detail														
8															
9															
10	HSA Expenditure Category	TERM	Human Services Agency	Human Services Agency	Human Services Agency	Human Services Agency	Human Services Agency	Human Services Agency	TOTAL						
			7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/22--6/30/23	7/1/23-6/30/24	7/1/19-6/30/24							
11	Rental of Property		\$1,530	\$1,530	\$2,300	\$2,000	\$2,000	9,360							
12	Telephone and Office Furniture		\$1,000	\$1,000	\$600	\$600	\$600	\$3,800							
13	Program/Office Supplies		\$1,800	\$1,800	\$1,200	\$1,000	\$1,000	\$6,800							
14	Utilities (Electricity, Water, Sewer, Gas, Phone)		\$600	\$600	\$600	\$600	\$600	\$3,000							
15	Printing and Reproduction														
16	Insurance														
17	Staff Travel (Local & Out of Town)		\$220	\$20	\$50	\$50	\$50	\$390							
18	Law Library														
19	Membership/Dues														
20	Rental of Equipment														
21	Senior Right Bulletin														
22															
23	Staff Training		\$664	\$150	\$50	\$50	\$50	\$964							
24	Professional Services /Consultant														
25	OTHER														
26	Tenant Activities		\$2,995	\$3,566	\$5,386	\$5,061	\$5,061	\$22,069							
27															
28															
29															
30															
31	TOTAL HSA OPERATING EXPENSE		\$8,809	\$8,666	\$10,186	\$9,361	\$9,361	\$46,383							
32															
33	<u>Developer Match Operating Expense</u>														
34	Rental of Property		\$4,000	\$4,000	\$4,000	\$4,300	\$4,300	\$20,600							
35	Staff Travel		\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$5,000							
36	Telephone and Furniture		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$7,500							
37	Office Supplies, Postage		\$1,000	\$1,000	\$1,000	\$1,300	\$1,300	\$5,600							
38	Printing and Reproduction														
39	Program Supplies		\$1,168	\$1,168	\$1,168	\$1,168	\$1,168	\$5,838							
40	Law Library														
41	Membership/Dues														
42	Rental of Equipment														
43	Volunteer Expenses (Receptionist/intake)														
44	Translation Services/Language Line		\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$5,000							
45	Tenant Activities		\$13,000	\$13,000	\$13,000	\$13,400	\$13,400	\$65,800							
46	Charting														
47	Staff Training		\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$10,000							
48	Professional Services /Consultant		\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$30,000							
49															
50	TOTAL DEVELOPER OPERATING EXPENSE		\$30,668	\$30,668	\$30,668	\$31,668	\$31,668	\$155,338							
51															
52	TOTAL OPERATING EXPENSE		\$39,477	\$39,333	\$40,854	\$41,029	\$41,029	\$201,721							
53															
54	HSA #3														
55															

**Appendix A-1– Services to be Provided
Glide Community Housing, Inc.
RAD Housing Support Services at 350 Ellis Street
July 1, 2019 – June 30, 2024**

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
DAS	Department of Disability and Aging Services
Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment. Source: California Code of Regulations Title 22, Sec. 7630
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Glide Community Housing, Inc.
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.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
MOHCD	Mayor’s Office of Housing and Community Development
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human Services Agency.
Older Adult	Person who is 60 years and older, used interchangeably with “senior”
Senior	Person who is 60 years or older, used interchangeably with “older adult
SF-HSA	Human Services Agency of the City and County of San Francisco.
RAD	Rental Assistance Demonstration
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).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 350 Ellis Street, San Francisco, CA, 94102. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income

- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco *and*
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 350 Ellis Street, San Francisco, CA, 94102, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with

- conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement:
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
 5. Grantee will hire, train, and supervise 1.25 FTE (leveraged and/or grant funded) to provide services.
 6. 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. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. 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. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

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

1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

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

1. At least 50% of unduplicated tenants participating in the annual survey will feel “strongly” or “very strongly” about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: “How strongly do you feel about being connected and involved in the tenant/resident community at [site]?” The options should be “Very strongly”, “Strongly”, “Somewhat”, “Not at all”.

2. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: “Do you have better access to resources that improve your health and wellness?” The options should be “Highly agree”, “Agree”, “Neutral”, “Disagree”, “Highly disagree”.
3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using a DAS OCP approved intake form, into the grantee’s database.
2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.

3. 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.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
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Tara.Alvarez@sfgov.org
Contract Manager, Office of Contract Management
Human Services Agency

or

Hanna.Teferi@sfgov.org
Administrative Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance, 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 Security Awareness Training; review of program operation, which includes a review of a written

policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site.

- 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.

HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY

	A	B	E	F	G	H	I	J	K	L	M	N	O													
1	Appendix B-1, Page 1																									
2	Document Date: 11/01/2021																									
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY																									
4																										
5																										
6														Contractor's Name												
7														Glide Community Housing												
8	(Check One) <input type="checkbox"/> New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification																									
9	If modification, Effective Date of Mod. 07/2020 No. of Mod. 1																									
10	Program: 350 Ellis - Rental Assistance Demonstration																									
11	Budget Reference Page No.(s)												TOTAL													
12	Program Term	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22			7/1/22-6/30/23			7/1/23-6/30/24			7/1/19-6/30/24													
13				Original	Modification	Revised	Original	Modification	Revised	Original	Modification	Revised	Grand Total													
14	Human Services Agency Expenditures																									
15	Salaries & Benefits	\$53,150	\$47,532	\$59,561	\$1,128	\$60,689	\$59,561	\$1,128	\$60,689	\$59,561	\$1,128	\$60,689	\$282,748													
16	Operating Expense	\$10,060	\$17,574	\$5,229	\$7,234	\$12,463	\$5,229	\$2,770	\$7,999	\$5,229	\$2,770	\$7,999	\$56,095													
17	Capital Expenditure																									
18	Subtotal	\$63,210	\$65,106	\$64,790	\$8,362	\$73,152	\$64,790	\$3,898	\$68,688	\$64,790	\$3,898	\$68,688	\$338,843													
19	Indirect Percentage (%)	12%	12%	12%	12%	12%	12%	12%	12%	12%	12%	12%	12%													
20	Indirect Cost (Line 16 X Line 17)	\$7,585	\$7,813	\$7,775	\$1,003	\$8,778	\$7,775	\$468	\$8,243	\$7,775	\$468	\$8,243	\$40,661													
21	Total HSA Expenditures	\$70,795	\$72,919	\$72,565	\$9,365	\$81,930	\$72,565	\$4,365	\$76,930	\$72,565	\$4,365	\$76,930	\$379,504													
22	Developer Match Expenditures																									
23	Salaries & Benefits	\$64,189	\$68,244	\$70,273	(\$9,584)	\$60,689	\$70,273	(\$9,584)	\$60,689	\$70,273	(\$9,584)	\$60,689	\$314,499													
24	Operating Expense	\$13,283	\$11,940	\$12,717	\$9,584	\$22,301	\$15,622	\$9,585	\$25,207	\$18,628	\$9,585	\$28,213	\$100,944													
25	Capital Expenditure																									
26	Subtotal	\$77,472	\$80,184	\$82,990		\$82,990	\$85,895	\$1	\$85,896	\$88,901	\$1	\$88,902	\$415,443													
27	Indirect Percentage (%)	12.00%	12.00%	12.00%		12.00%	12.00%	12.00%	12.00%	12.00%	12.00%	12.00%	12.00%													
28	Indirect Cost (Line 16 X Line 17)	\$9,297	\$9,622	\$9,959		\$9,959	\$10,307		\$10,307	\$10,668		\$10,668	\$49,853													
29	Total Developer Expenditures	\$86,769	\$89,806	\$92,949		\$92,948	\$96,203	\$1	\$96,203	\$99,569	\$1	\$99,570	\$465,296													
30																										
31	Total HSA and Developer Expenditures	\$157,564	\$162,725	\$165,514	\$9,365	\$174,878	\$168,767	\$4,366	\$173,133	\$172,134	\$4,366	\$176,500	\$844,800													
32	HSA Revenues																									
33	Local General Fund	\$70,795	\$70,795	\$72,565		\$72,565	\$72,565		\$72,565	\$72,565		\$72,565	\$359,285													
34	CODB (Baselined FY 20-21 CODB)		\$2,124		\$2,124	\$2,124		\$2,124	\$2,124		\$2,124	\$2,124	\$8,496													
35	CODB FY21-22				\$2,241	\$2,241		\$2,241	\$2,241		\$2,241	\$2,241	\$6,723													
36	Addback to FY21-22				\$5,000	\$5,000							\$5,000													
37																										
38																										
39																										
40																										
41	TOTAL HSA REVENUES	\$70,795	\$72,919	\$72,565	\$9,365	\$81,930	\$72,565	\$4,365	\$76,930	\$72,565	\$4,365	\$76,930	\$379,504													
42	Developer Revenues																									
43	Developer Match Funds	\$86,769	\$89,806	\$92,949		\$92,948	\$96,203	\$1	\$96,203	\$99,569	\$1	\$99,570	\$465,296													
44																										
45																										
46																										
47	Total Developer Revenues	\$86,769	\$89,806	\$92,949		\$92,948	\$96,203	\$1	\$96,203	\$99,569	\$1	\$99,570	\$465,296													
48	Total Revenues	\$157,564	\$162,725	\$165,514	\$9,365	\$174,878	\$168,768	\$4,366	\$173,133	\$172,134	\$4,366	\$176,500	\$844,800													
49	Full Time Equivalent (FTE)	1.75				1.75			1.75			1.75														
51	Prepared by: Ma. Cherlita Sumalpong Telephone No. 415-674-6119																									
52	HSA-CO Review Signature:																									
53	HSA #1																									

Appendix A-1 – Services to be Provided
HomeRise
RAD Housing Support Services at 1750 McAllister Street
July 1, 2019 – June 30, 2024

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
DAS	Department of Disability and Aging Services
Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment. Source: California Code of Regulations Title 22, Sec. 7630
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	HomeRise
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.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
MOHCD	Mayor’s Office of Housing and Community Development
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human Services Agency.
Older Adult	Person who is 60 years and older, used interchangeably with “senior”
Senior	Person who is 60 years or older, used interchangeably with “older adult
SF-HSA	Human Services Agency of the City and County of San Francisco.
RAD	Rental Assistance Demonstration
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).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 1750 McAllister, San Francisco, CA, 94115. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income

- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco *and*
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 1750 McAllister, San Francisco, CA, 94115, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with

- conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. **Community Engagement:**
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
 5. Grantee will hire, train, and supervise 1.25 FTE (leveraged and/or grant funded) to provide services.
 6. 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. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. 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. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

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

1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

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

1. At least 50% of unduplicated tenants participating in the annual survey will feel “strongly” or “very strongly” about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: “How strongly do you

feel about being connected and involved in the tenant/resident community at [site]?” The options should be “Very strongly”, “Strongly”, “Somewhat”, “Not at all”.

2. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: “Do you have better access to resources that improve your health and wellness?” The options should be “Highly agree”, “Agree”, “Neutral”, “Disagree”, “Highly disagree”.
3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using a DAS OCP approved intake form, into the grantee’s database.
2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.

3. 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.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
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6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
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8. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
9. 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.
10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.

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include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site.

- 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.

HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY

Contractor's Name: **Homerise (Formerly Community Housing Partnership)**
Contract Term: **July 1, 2019 - June 30, 2024**

(Check One) New Renewal Modification X

If modification, Effective Date of Mod. 11/4/21 No. of Mod.

9	Program: Rental Assistance Demonstration - CHP Seniors 1750 McAllister											TOTAL	
10	Budget Reference Page No.(s)			Modification	Total		Modification	Total		Modification	Total		
11	Program Term	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/21-6/30/22	7/1/21-6/30/22	7/1/22-6/30/23	7/1/22-6/30/23	7/1/22-6/30/23	7/1/23-6/30/24	7/1/23-6/30/24	7/1/23-6/30/24	7/1/19-6/30/24
12	Human Services Agency Expenditure												
13	Salaries & Benefits	\$47,910	\$59,336	\$47,910	\$13,655	\$61,565	\$47,910	\$13,655	\$61,565	\$47,910	\$13,655	\$61,565	\$291,942
14	Operating Expense	\$13,887	\$5,906	\$15,433	(\$3,278)	\$12,155	15,433	(9,799)	\$5,634	15,433	(9,799)	\$5,634	\$43,217
15	Capital Expenditure												
16	Subtotal	\$61,797	\$65,242	\$63,343	\$10,378	\$73,721	\$63,343	\$3,856	\$67,199	\$63,343	\$3,856	\$67,199	\$335,158
17	Indirect Percentage (%)	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%
18	Indirect Cost (Line 16 X Line 17)	\$9,269	\$9,786	\$9,500	\$1,558	\$11,058	\$9,500	\$579	\$10,080	\$9,500	\$579	\$10,080	\$50,274
19	Total HSA Expenditures	\$71,066	\$75,028	\$72,843	\$11,936	\$84,779	\$72,843	\$4,436	\$77,279	\$72,843	\$4,436	\$77,279	\$385,431
30	HSA Revenues												
31	Local General Fund	\$71,066	\$72,843	\$72,843		\$72,843	\$72,843		\$72,843	\$72,843		\$72,843	\$362,438
32	FY20/21 Baseline CODB		\$2,185		\$2,185	\$2,185		\$2,185	\$2,185		\$2,185	\$2,185	\$8,740
33	FY21/22 CODB				\$2,251	\$2,251		\$2,251	\$2,251		\$2,251	\$2,251	\$6,753
34	Addback				\$7,500	\$7,500							\$7,500
35													
36													
37													
38													
39	TOTAL HSA REVENUES	\$71,066	\$75,028	\$72,843	\$11,936	\$84,779	\$72,843	\$4,436	\$77,279	\$72,843	\$4,436	\$77,279	\$385,431
40	Developer Revenues												
41	Developer Match Funds	\$73,018		\$73,018		\$73,018	\$73,018		\$73,018	\$73,018		\$73,018	\$292,073
42													
43													
44													
45	Total Developer Revenues	\$73,018		\$73,018		\$73,018	\$73,018		\$73,018	\$73,018		\$73,018	\$292,073
46	Total Revenues	\$144,084	\$75,028	\$145,861		\$145,861	\$145,861		\$145,861	\$145,861		\$145,861	\$656,696
47	Full Time Equivalent (FTE)												
49	Prepared by: Jamie Schecter, Contracts and Evaluation Director Telephone No. (415)852-5314												
50	HSA-CO Review Signature: _____												
51	HSA #1												
52													

Appendix A-1 – Services to be Provided
HomeRise
RAD Housing Support Services at 666 Ellis Street
July 1, 2019 – June 30, 2024

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

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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.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
MOHCD	Mayor’s Office of Housing and Community Development
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human Services Agency.
Older Adult	Person who is 60 years and older, used interchangeably with “senior”
Senior	Person who is 60 years or older, used interchangeably with “older adult”
SF-HSA	Human Services Agency of the City and County of San Francisco.
RAD	Rental Assistance Demonstration
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).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 666 Ellis Street, San Francisco, CA, 94109. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income

- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco *and*
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 666 Ellis Street, San Francisco, CA, 94109, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with

- conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement:
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
 5. Grantee will hire, train, and supervise 1.25 FTE (leveraged and/or grant funded) to provide services.
 6. 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. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. 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. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

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

1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

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

1. At least 50% of unduplicated tenants participating in the annual survey will feel “strongly” or “very strongly” about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: “How strongly do you

feel about being connected and involved in the tenant/resident community at [site]?” The options should be “Very strongly”, “Strongly”, “Somewhat”, “Not at all”.

2. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: “Do you have better access to resources that improve your health and wellness?” The options should be “Highly agree”, “Agree”, “Neutral”, “Disagree”, “Highly disagree”.
3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using a DAS OCP approved intake form, into the grantee’s database.
2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.

3. 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.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
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10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.

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

Tara.Alvarez@sfgov.org

Contract Manager, Office of Contract Management
Human Services Agency

or

Hanna.Teferi@sfgov.org

Administrative Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance, 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 Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site.

- 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.

	A	B	E	F	G	H	I	J	K	L	M	N	O
1													Appendix B-1, Page 1
2													Document Date: 11/4/2021
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY												
4													
5	Contractor's Name				Contract Term								
6	Homrise (Formerly Community Housing Partnership)				July 1, 2019 - June 30, 2024								
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>												
8	If modification, Effective Date of Mod. 11/4/21 No. of Mod.												
9	Program: Rental Assistance Demonstration - CHP Seniors 666 Ellis												TOTAL
10	Budget Reference Page No.(s)				Modification	Revised		Modification	Revised		Modification	Revised	
11	Program Term	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/21-6/30/22	7/1/21-6/30/22	7/1/22-6/30/23	7/1/22-6/30/23	7/1/22-6/30/23	7/1/23-6/30/24	7/1/23-6/30/24	7/1/23-6/30/24	7/1/19-6/30/24
12	Human Services Agency Expenditure												
13	Salaries & Benefits	\$29,106	\$43,945	\$29,106	\$9,734	\$38,840	\$29,106	\$9,734	\$38,840	\$29,106	\$9,734	\$38,840	\$189,570
14	Operating Expense	\$33,397	\$22,043	\$34,958	\$690	\$35,648	\$34,958	(5,832)	\$29,126	\$34,958	(5,832)	\$29,126	\$149,340
15	Capital Expenditure												
16	Subtotal	\$62,503	\$65,988	\$64,064	\$10,424	\$74,488	\$64,064	\$3,902	\$67,966	\$64,064	\$3,902	\$67,966	\$338,910
17	Indirect Percentage (%)	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%
18	Indirect Cost (Line 16 X Line 17)	\$9,375	\$9,898	\$9,610	\$1,564	\$11,173	\$9,610	\$585	\$10,195	\$9,610	\$585	\$10,195	\$50,836
19	Total HSA Expenditures	\$71,878	\$75,886	\$73,674	\$11,987	\$85,661	\$73,674	\$4,487	\$78,161	\$73,674	\$4,487	\$78,161	\$389,746
20	Developer Match Expenditures												
21	Salaries & Benefits	\$56,984		\$56,984		\$56,984	\$56,984		\$56,984	\$56,984		\$56,984	\$227,935
22	Operating Expense	\$12,947		\$12,947		\$12,947	\$12,947		\$12,947	\$12,947		\$12,947	\$51,786
23	Capital Expenditure												
24	Subtotal	\$69,930		\$69,930		\$69,930	\$69,930		\$69,930	\$69,930		\$69,930	\$279,721
25	Indirect Percentage (%)	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%
26	Indirect Cost (Line 16 X Line 17)	\$10,490		\$10,490		\$10,490	\$10,490		\$10,490	\$10,490		\$10,490	\$41,958
27	Total Developer Expenditures	\$80,420		\$80,420		\$80,420	\$80,420		\$80,420	\$80,420		\$80,420	\$321,680
28													
29	Total HSA and Developer Expenditures	\$152,298	\$75,886	\$154,093	\$11,987	\$166,081	\$154,093	\$4,487	\$158,580	\$154,093	\$4,487	\$158,580	\$711,426
30	HSA Revenues												
31	Local General Fund	\$71,878	\$73,676	\$73,674		\$73,674	\$73,674		\$73,674	\$73,674		\$73,674	\$366,575
32	FY20/21 Baseline CODB		\$2,210		\$2,210	\$2,210		\$2,210	\$2,210		\$2,210	\$2,210	\$8,840
33	FY21/22 CODB				\$2,277	\$2,277		\$2,277	\$2,277		\$2,277	\$2,277	\$6,831
34	Addback				\$7,500	\$7,500							\$7,500
35													
36													
37													
38													
39	TOTAL HSA REVENUES	\$71,878	\$75,886	\$73,674	\$11,987	\$85,661	\$73,674	\$4,487	\$78,161	\$73,674	\$4,487	\$78,161	\$389,746
40	Developer Revenues												
41	Developer Match Funds	\$80,420		\$80,420		\$80,420	\$80,420		\$80,420	\$80,420		\$80,420	\$321,680
42													
43													
44													
45	Total Developer Revenues	\$80,420		\$80,420		\$80,420	\$80,420		\$80,420	\$80,420		\$80,420	\$321,680
46	Total Revenues	\$152,298	\$75,886	\$154,093		\$154,093	\$154,093		\$154,093	\$154,093		\$154,093	\$690,465
47	Full Time Equivalent (FTE)												
49	Prepared by: Jamie Schecter, Contracts and Evaluation Director Telephone No. (415)852-5314												1/22/2020
50	HSA-CO Review Signature: _____												
51	HSA #1												
52													

**Appendix A-1 – Services to be Provided
Tenderloin Neighborhood Development Corporation
RAD Housing Support Services at 430 Turk Street
July 1, 2019 – June 30, 2024**

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
DAS	Department of Disability and Aging Services
Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment. Source: California Code of Regulations Title 22, Sec. 7630
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.

Grantee	Tenderloin Neighborhood Development Corporation
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.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
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III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 430 Turk Street, San Francisco, CA, 94102. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco *and*
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 430 Turk Street, San Francisco, CA, 94102, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
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Steve.Kim@sfgov.org

Contract Manager, Office of Contract Management
Human Services Agency

or

Hanna.Teferi@sfgov.org

Administrative Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance, 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 Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site.
- 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.

**HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY
BY PROGRAM**

Contractor's Name

Contract Term

July 1, 2019 - June 30, 2024

7 (Check One) New Renewal Modification
 8 If modification, Effective Date of Mod. 7/1/2021 No. of Mod. 1

9	Program: Rental Assistance Demonstration - 430 Turk Street											TOTAL	
10	Budget Reference Page No.(s)	Actual	Actual	Original	Modification	Revised	Original	Modification	Revised	Original	Modification	Revised	Revised
11	Program Term	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/21-6/30/22	7/1/21-6/30/22	7/1/22-6/30/23	7/1/22-6/30/23	7/1/22-6/30/23	7/1/23-6/30/24	7/1/23-6/30/24	7/1/23-6/30/24	7/1/19-6/30/24
12	Human Services Agency Expenditure												
13	Salaries & Benefits	\$55,286	\$62,238	\$53,618	\$11,450	\$65,068	\$53,618	\$11,450	\$65,068	\$53,618	\$11,450	\$65,068	\$312,727
14	Operating Expense	\$10,648	\$7,763	\$10,395	\$5,569	\$15,964	10,395	(\$5,513)	4,882	10,395	(\$5,513)	4,882	\$44,139
15	Capital Expenditure												
16	Subtotal	\$65,934	\$70,001	\$64,013	\$17,019	\$81,032	\$64,013	\$5,937	\$69,950	\$64,013	\$5,937	\$69,950	\$356,866
17	Indirect Percentage (%)	4.50%	4.50%	4.50%		4.50%	4.50%		4.50%	4.50%		4.50%	
18	TNDC Indirect Cost	\$2,967	\$3,150	\$2,881	\$766	\$3,646	\$2,881	\$267	\$3,148	\$2,881	\$267	\$3,148	\$16,058
19	Total HSA Expenditures	\$68,901	\$73,151	\$66,894	\$17,784	\$84,678	\$66,894	\$6,203	\$73,097	\$66,894	\$6,203	\$73,097	\$372,924
20	Developer Match Expenditures												
21	Salaries & Benefits	\$59,080	\$59,080	\$59,080		\$59,080	\$59,080		\$59,080	\$59,080		\$59,080	\$295,400
22	Operating Expense	\$18,432	\$18,432	18,432		18,432	18,432		18,432	18,432		18,432	\$92,160
23	Capital Expenditure												
24	Subtotal	\$77,512	\$77,512	\$77,512		\$77,512	\$77,512		\$77,512	\$77,512		\$77,512	\$387,560
25	Indirect Percentage (%)	4.50%	4.50%	4.50%		4.50%	4.50%		4.50%	4.50%		4.50%	
26	TNDC Indirect Cost	\$3,488	\$3,488	\$3,488		\$3,488	\$3,488		\$3,488	\$3,488		\$3,488	\$17,440
27	Total Developer Expenditures	\$81,000	\$81,000	\$81,000		\$81,000	\$81,000		\$81,000	\$81,000		\$81,000	\$405,000
28													
29	Total HSA and Developer Expenditures	\$149,901	\$154,151	\$147,894	\$17,784	\$165,678	\$147,894	\$6,203	\$154,097	\$147,894	\$6,203	\$154,097	\$777,924
30	HSA Revenues												
31	Original budget	\$66,894	\$66,894	\$66,894		\$66,894	\$66,894		\$66,894	\$66,894		\$66,894	\$334,470
32	FY19/20 CODB	\$2,007	\$2,007		\$2,007	\$2,007		\$2,007	\$2,007		\$2,007	\$2,007	\$10,035
33	FY20/21 CODB		\$2,067		\$2,067	\$2,067		\$2,067	\$2,067		\$2,067	\$2,067	\$8,268
34	FY20/21 MCO		\$2,183										\$2,183
35	FY21/22 OTO				\$7,500	\$7,500							\$7,500
36	FY21/22 CODB		\$2,129		\$2,129	\$2,129		\$2,129	\$2,129		\$2,129	\$2,129	\$6,387
37	FY21/22 MCO				\$4,081	\$4,081							\$4,081
38													
39	TOTAL HSA REVENUES	\$68,901	\$73,151	\$66,894	\$17,784	\$84,678	\$66,894	\$6,203	\$73,097	\$66,894	\$6,203	\$73,097	\$372,924
40	Developer Revenues												
41	TNDC Match Funds	\$81,000	\$81,000	\$81,000		\$81,000	\$81,000		\$81,000	\$81,000		\$81,000	\$405,000
42													
43													
44													
45	Total Developer Revenues	\$81,000	\$81,000	\$81,000		\$81,000	\$81,000		\$81,000	\$81,000		\$81,000	\$405,000
46	Total Revenues	\$149,901	\$154,151	\$147,894		\$165,678	\$147,894		\$154,097	\$147,894		\$154,097	\$777,924
47	Full Time Equivalent (FTE)												
49	Prepared by:	Paul Carney	Telephone No.	415 358-3945									Date
50	HSA-CO Review Signature:	_____											
51	HSA #1												

**Appendix A-1 – Services to be Provided
Tenderloin Neighborhood Development Corporation
RAD Housing Support Services at 939-951 Eddy Street
July 1, 2019 – June 30, 2024**

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
DAS	Department of Disability and Aging Services
Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment. Source: California Code of Regulations Title 22, Sec. 7630
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.

Grantee	Tenderloin Neighborhood Development Corporation
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.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
MOHCD	Mayor’s Office of Housing and Community Development
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human Services Agency.
Older Adult	Person who is 60 years and older, used interchangeably with “senior”
Senior	Person who is 60 years or older, used interchangeably with “older adult
SF-HSA	Human Services Agency of the City and County of San Francisco.
RAD	Rental Assistance Demonstration
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).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 939-951 Eddy Street, San Francisco, CA, 94102. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco *and*
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 939-951 Eddy Street, San Francisco, CA, 94102, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.

- iii. **Housing Stability:**
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
 - iv. **Community Engagement:**
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
 5. Grantee will hire, train, and supervise 1 FTE (leveraged and/or grant funded) to provide services.
 6. 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. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. 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. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

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

1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.

2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

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

1. At least 50% of unduplicated tenants participating in the annual survey will feel “strongly” or “very strongly” about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: “How strongly do you feel about being connected and involved in the tenant/resident community at [site]?” The options should be “Very strongly”, “Strongly”, “Somewhat”, “Not at all”.
2. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: “Do you have better access to resources that improve your health and wellness?” The options should be “Highly agree”, “Agree”, “Neutral”, “Disagree”, “Highly disagree”.
3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using a DAS OCP approved intake form, into the grantee’s database.
2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.

- b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.
3. 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.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10th (June-December data) and July 10th (January-June data).
8. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
9. 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.
10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.

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

Steve.Kim@sfgov.org

Contract Manager, Office of Contract Management
Human Services Agency

or

Hanna.Teferi@sfgov.org

Administrative Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance, 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 Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site.
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BY PROGRAM**

Contractor's Name

Contract Term

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7 (Check One) New Renewal Modification _x_

8 If modification, Effective Date of Mod. 7/1/2021 No. of Mod. 1

9	Program: Rental Assistance Demonstration - 939-951 Eddy Street											TOTAL	
10	Budget Reference Page No.(s)	Actual	Actual	Original	Modification	Revised	Original	Modification	Revised	Original	Modification	Revised	
11	Program Term	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/21-6/30/22	7/1/21-6/30/22	7/1/22-6/30/23	7/1/22-6/30/23	7/1/22-6/30/23	7/1/23-6/30/24	7/1/23-6/30/24	7/1/23-6/30/24	7/1/19-6/30/24
12	Human Services Agency Expenditure												
13	Salaries & Benefits	\$26,312	\$32,697	\$25,465	\$9,428	\$34,893	\$25,465	\$5,529	\$30,994	\$25,465	\$5,529	\$30,994	\$155,889
14	Operating Expense	\$6,293	\$4,245	\$6,190	\$6,676	\$12,866	\$6,190	(\$2,590)	\$3,600	\$6,190	(\$2,590)	\$3,600	\$30,604
15	Capital Expenditure												
16	Subtotal	\$32,605	\$36,942	\$31,655	\$16,104	\$47,759	\$31,655	\$2,939	\$34,594	\$31,655	\$2,939	\$34,594	\$186,493
17	Indirect Percentage (%)	6.00%	6.01%	6.00%		6.00%	6.00%		6.00%	6.00%		6.00%	
18	TNDC Indirect Cost	\$1,956	\$2,219	\$1,899	\$1,166	\$3,066	\$1,899	\$176	\$2,076	\$1,899	\$176	\$2,076	\$11,392
19	Total HSA Expenditures	\$34,561	\$39,161	\$33,554	\$17,271	\$50,825	\$33,554	\$3,115	\$36,669	\$33,554	\$3,115	\$36,669	\$197,885
20	Developer Match Expenditures												
21	Salaries & Benefits	\$62,319	\$62,319	\$62,319		\$62,319	\$62,319		\$62,319	\$62,319		\$62,319	\$311,596
22	Operating Expense	\$14,096	\$14,096	\$14,096		\$14,096	\$14,096		\$14,096	\$14,096		\$14,096	\$70,480
23	Capital Expenditure												
24	Subtotal	\$76,415	\$76,415	\$76,415		\$76,415	\$76,415		\$76,415	\$76,415		\$76,415	\$382,076
25	Indirect Percentage (%)	6.00%	6.01%	6.00%		6.00%	6.00%		6.00%	6.00%		6.00%	
26	TNDC Indirect Cost	\$4,585	\$4,590	\$4,585		\$4,585	\$4,585		\$4,585	\$4,585		\$4,585	\$22,930
27	Total Developer Expenditures	\$81,000	\$81,005	\$81,000		\$81,000	\$81,000		\$81,000	\$81,000		\$81,000	\$405,005
28													
29	Total HSA and Developer Expenditures	\$115,560	\$120,166	\$114,554	\$17,271	\$131,825	\$114,554	\$3,115	\$117,669	\$114,554	\$3,115	\$117,670	\$602,890
30	HSA Revenues												
31	Original budget	\$ 33,554	\$ 33,554	\$33,554		\$33,554	\$33,554		\$33,554	\$33,554		\$33,554	\$167,770
32	FY19/20 CODB	\$ 1,007	\$ 1,007		\$ 1,007	\$1,007		\$ 1,007	\$1,007		\$ 1,007	\$1,007	\$5,035
33	FY20/21 CODB		\$ 1,040		\$ 1,040	\$1,040		\$ 1,040	\$1,040		\$ 1,040	\$1,040	\$4,160
34	FY20/21 MCO		\$ 3,560										\$3,560
35	FY21/22 OTO				\$ 7,500	\$7,500							\$7,500
36	FY21/22 CODB				\$ 1,068	\$1,068		\$ 1,068	\$1,068		\$ 1,068	\$1,068	\$3,204
37	FY21/22 MCO				\$ 6,656	\$6,656							\$6,656
38													
39	TOTAL HSA REVENUES	\$34,561	\$39,161	\$33,554	\$17,271	\$50,825	\$33,554	\$3,115	\$36,669	\$33,554	\$3,115	\$36,669	\$197,885
40	Developer Revenues												
41	TNDC Match Funds	\$81,000	\$81,005	\$81,000		\$81,000	\$81,000		\$81,000	\$81,000		\$81,000	\$405,005
42													
43													
44													
45	Total Developer Revenues	\$81,000	\$81,005	\$81,000		\$81,000	\$81,000		\$81,000	\$81,000		\$81,000	\$405,005
46	Total Revenues	\$115,561	\$120,166	\$114,554		\$131,825	\$114,554		\$117,669	\$114,554		\$117,669	\$602,890
47	Full Time Equivalent (FTE)												
49	Prepared by:	Paul Carney	Telephone No.	415 358-3945									Date
50	HSA-CO Review Signature:	_____											
51	HSA #1												

