



London Breed, Mayor

Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director
Shireen McSpadden, Executive Director

MEMORANDUM

TO: AGING AND ADULT SERVICES COMMISSION

THROUGH: SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JW*

DATE: OCTOBER 3, 2018

SUBJECT: GRANT **MODIFICATION: OPENHOUSE** (NON-PROFIT) TO PROVIDE LESBIAN, GAY, BISEXUAL, TRANSGENDER AND QUEER (LGBTQ+) CULTURAL SENSITIVITY TRAINING

GRANT TERM:	<u>Current</u> 7/1/18- 6/30/21	<u>Modification</u> 7/1/18- 6/30/19	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
TOTAL AMOUNT:	\$139,107	\$85,000	\$224,107	\$22,411	\$246,518
ANNUAL AMOUNT:	<u>FY18/19</u> \$131,369	<u>FY19/20</u> \$46,369	<u>FY20/21</u> \$46,369		
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
MODIFICATION					
FUNDING:	\$85,000			\$8,500	\$93,500
PERCENTAGE:	100%				100%

The Department of Aging and Adult Services requests authorization to modify the existing grant agreement with Openhouse for the time period of July 1, 2018 through June 30, 2019, in the additional amount of \$85,000 plus a 10% contingency for a total amount not to exceed of \$246,518. The purpose of the grant is to provide Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ+) cultural sensitivity training to mainstream social service agencies that serve older adults and adults with disabilities. This grant modification is to create the curriculum materials and to conduct 10 training classes.

Background

Many community based organizations do not understand the issues of stigma and discrimination experienced by the LGBTQ+ community and may not be effectively serving LGBTQ+ older adults and people with disabilities. In response to this concern, Openhouse professionally developed the training curriculum “From Isolation to Inclusion: Reaching and Serving LGBTQ+ Seniors.” Since its development, Openhouse has trained thousands of San Francisco social service staff from hundreds of agencies and organizations, contributing to the increased visibility of LGBTQ+ older adults and people with disabilities and a growing acceptance and welcoming of this community into mainstream community based services.

Cultural sensitivity training is an essential component of DAAS and Office on the Aging’s approach to creating welcoming and inclusive services and organizations. Through this grant, DAAS is able to provide Openhouse trainings to community based organizations and their staff in San Francisco.

San Francisco Ordinance 47-15 signed by Mayor Ed Lee on April 7, 2015 establishes a Bill of Rights for LGBTQ+ residents of long term care facilities, defines unlawful discriminatory practices and prohibited activities, and calls for a relevant consumer handbook. The Ordinance recognizes evidence that LGBTQ+ seniors experience discrimination in long-term care facilities where residents are particularly vulnerable because they must rely on others for necessary care and services, and may no longer enjoy the privacy of having their own home or even their own room. The stated purpose of the ordinance is to “accelerate the process of freeing LGBTQ+ residents and patients from discrimination” by specifying prohibited discriminatory acts in long-term care settings, by providing additional information and by providing remedies to ensure that LGBTQ+ residents know their rights, and have the means to assert them.

Services to be Provided

In addition to the Cultural Humility Trainings, for Fiscal Year 2018-2019 Grantee will assist with the development, design and distribution of a LGBTQ+ Long Term Care Resident Bill of Rights handbook and the development of a curriculum to train staff of long term care residential facilities.

Location of Services

Program administration will take place at the Grantee’s main office, Bob Ross LGBTQ+ Senior Center, at 65 Laguna during regular business hours. Program trainings will take place at various locations throughout the City of San Francisco.

Performance

Openhouse received program monitoring on March 23, 2018. The program was found to be in compliance with programmatic requirements for FY 17/18.

Selection

Request for Proposals #661 was released October 2015.

Funding

Funding for these services will be provided through County General Funds. Funding for the LGBTQ+ Long Term Care Residents Bill of Rights Training and Handbook is provided by a one-time only addback through the Dignity Fund.

ATTACHMENTS

Appendix A1-Services to be Provided

Appendix B1-Program Budget

Appendix A1 – Services to be Provided

Openhouse LGBTQ+ Cultural Sensitivity Training

July 1, 2018 – June 30, 2021
Modified October 3, 2018

I. Purpose

The purpose is to provide Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ+) cultural sensitivity to social service agencies and residential providers that serve older adults and/or adults with disabilities to create a welcoming culture for LGBTQ+ consumers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON City	Contracts Administration, Reporting and Billing On Line System City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results 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, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
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 to others.
Grantee	Openhouse
HSA	Human Services Agency of the City and County of San Francisco

LGBTQ+	Lesbian, Gay, Bisexual, Transgender, Queer; An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
OCM	Office of Contract Management, Human Services Agency
Long Term Care / Long Term Care Facility	1) Any nursing or skilled nursing facility, as defined in Section 1250 of the Health and Safety Code, including distinct parts of facilities that are required to comply with licensure requirements for skilled nursing facilities. 2) Any residential care facility for the elderly as defined in Section 1569.2 of the Health and Safety Code.
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Technical Assistance (TA)	Post-training follow-up consultations to agencies that include supporting the implementation of best practices and inclusive policies for creating a safer, more welcoming environment for LGBTQ+ older adults and adults with disabilities entering or currently participating in agency services and programs.
Unduplicated Consumer (UDC)	A unique attendee at a training session and reflected via entry in CA GetCare.

III. Target Population

Training shall be delivered by Grantee to staff members of organizations and agencies that serve older adults and adults with disabilities in the City of San Francisco.

IV. Description of Services

The purpose of this program is to 1) raise awareness of the unique health and aging-related issues of lesbian, gay, bisexual and transgender (LGBTQ+) older adults and younger adults with disabilities; 2) reveal barriers that hinder service provision to this population in community and residential settings; and 3) demonstrate specific ways to overcome the identified barriers by working with mainstream agencies to create a welcoming culture for LGBTQ+ consumers. The goals are to improve functional independence and quality of life for LGBTQ+ older adults and adults with disabilities in community service and long term care residential facilities and for those who have been unable to access services.

For Fiscal Year 2018-2019:

Recent San Francisco legislation, Ordinance 47-15, established a Bill of Rights for LGBTQ+ residents of long term care facilities. The Ordinance defines unlawful discriminatory practices and prohibited activities. The ordinance also calls for the development and distribution of a LGBTQ+ Long Term Care Resident Bill of Rights handbook and the development of a curriculum to train staff of long term care residential facilities. As part of their Cultural Humility training program, the Grantee will assist with the development and design the required handbook and curriculum and provide the training sessions.

Grantee will be responsible for the following:

- A. Develop and update an educational curriculum for a four hour Cultural Humility training session designed for the staff members of agencies and organizations that serve older adults and adults with disabilities.
- B. Develop a curriculum for an LGBTQ+ Long Term Care Resident Bill of Rights training session designed for staff of long term care facilities that serve older adults and adults with disabilities.
- C. Design and prepare for printing a LGBTQ+ Long Term Care Bill of Rights Handbook compliant with SF Ordinance and useful for distribution to residents and staff of long term care facilities.
- D. Hire experienced trainers to perform training sessions.
- E. Through training and follow-up technical assistance, help agencies that serve older adults and/or adults with disabilities overcome fear and intolerance of LGBTQ+ individuals, and facilitate creating a safe and welcoming environment for entry and participation.

V. Deliverables

For the period July1, 2018 – June 30, 2019, the Grantee will:

- A. Develop a **current educational curriculum** for a four-hour Cultural Humility training session designed for agencies and organizations that serve older adults and people with disabilities.
- B. Develop a **LGBTQ+ Long Term Care Resident Bill of Rights training curriculum** for LTC agencies and organizations that provide residential care for older adults and people with disabilities.

VI. Location and Time of Services

Program administration will take place at the Openhouse Bob Ross LGBTQ+ Senior Center offices, 65 Laguna Street, San Francisco, CA, during regular business hours. Program trainings will take place at various locations throughout the City of San Francisco.

VII. Service Objectives

For the period July1, 2018 – June 30, 2019, the Grantee will:

- A. **15** Cultural Humility training sessions
- B. **10** LGBTQ+ LTC Resident Bill of Rights training sessions
- C. Provide Cultural Humility training to **at least 150 staff and volunteers**. Evaluation of the training will be conducted for each training session.
- D. Design and develop a print ready **LGBTQ+ Long Term Care Resident Bill of Rights Handbook**.
- E. Provide **15 hours of Technical Assistance** to agencies participating in Cultural Humility training.
- F. **All training participants** will be asked to complete a consumer satisfaction survey administered according to Office on the Aging guidelines with a response rate of 75%.

For the period July1, 2019 – June 30, 2021, the Grantee will:

- A. Develop a **current educational curriculum** for a four-hour Cultural Humility training session designed for agencies and organizations that serve older adults and people with disabilities.
- B. Provide **15** Cultural Humility training sessions.
- C. Provide Cultural Humility training to **at least 150 staff and volunteers**. Evaluation of the training will be conducted for each training session.
- D. Provide **15 hours of Technical Assistance** to agencies participating in Cultural Humility training.
- E. All training participants will be asked to complete a consumer satisfaction survey administered according to Office on the Aging guidelines with a **response rate of 75%**.

VIII. Outcome Objectives

- A. At least 85% of workshop participants indicate good or excellent in rating the quality of the training received.
- B. At least 85% of workshop participants will be able to identify at least 5 best practices for increasing safety and inclusion for LGBTQ+ older adults and adults with disabilities as recorded on training evaluations.
- C. At least 80% of agencies participating in training will implement at least 1 best practice into agency policies and procedures.

IX. Reporting Requirements

- A. Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- B. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- C. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- G. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- H. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- I. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.

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

Steve Kim
Contracts Manager/HSA
P.O. Box 7988
San Francisco, CA 94120
Steve.Kim.@sfgov.org

Rick Appleby
Office on the Aging
P.O. Box 7988
San Francisco, CA 94120
Rick.Appleby@sfgov.org

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 including monthly service unit reports on CA Getcare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OOA 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 VII and VIII.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance, and HIPAA compliance.

	A	B	C	D	E	F	G
1	Appendix B1, Page 1						
2							
3	HUMAN SERVICES AGENCY BUDGET SUMMARY						
4	BY PROGRAM						
5	Name						
6	Openhouse						
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/> (Year-1 OTO)						
8	If modification, Effective Date of Mod. _____ No. of Mod. 1						
9	Program: LGBTQ+ Cultural Sensitivity Training						
10	Budget Reference Page No.(s)		Mod 1	Revised			7/1/18-6/30/21
11	Program Term	7/1/18-6/30/19	7/1/18-6/30/19	7/1/18-6/30/19	7/1/19-6/30/20	7/1/20-6/30/21	Total
12	Expenditures						
13	Salaries & Benefits	\$40,321	\$30,364	\$70,685	\$40,321	\$40,321	\$151,327
14	Operating Expenses	\$0	\$41,810	\$41,810	\$0	\$0	\$41,810
15	Subtotal	\$40,321	\$72,174	\$112,495	\$40,321	\$40,321	\$193,137
16	Indirect Percentage (%)	15%	15%	15%	15%	15%	
17	Indirect Cost (Line 16 X Line 15)	\$6,048	\$10,826	\$16,874	\$6,048	\$6,048	\$28,970
18	Subcontractor/Capital Expenditures	\$0	\$2,000	\$2,000	\$0	\$0	\$2,000
19	Total Expenditures	\$46,369	\$85,000	\$131,369	\$46,369	\$46,369	\$224,107
20	HSA Revenues						
21	General Fund	\$46,369		\$46,369	\$46,369	\$46,369	\$139,107
22	LTC Funding		\$85,000	\$85,000			\$85,000
23							
24							
25							
26							
27							
28	TOTAL HSA REVENUES	\$46,369	\$85,000	\$131,369	\$46,369	\$46,369	\$224,107
29	Other Revenues						
30							
31							
32							
33							
34							
35	Total Revenues	\$46,369	\$85,000	\$131,369	\$46,369	\$46,369	\$224,107
36	Full Time Equivalent (FTE)	0.48		0.78	0.48	0.48	
38	Prepared by: Matthew Cimino	Telephone No.: 415-530-2786				9/12/2018	
39	HSA-CO Review Signature:	_____					
40	HSA #1						10/3/2018

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3		Openhouse							
4		Program: LGBTQ+ Cultural Sensitivity Training							
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10		SUBCONTRACTORS	7/1/18-6/30/19	7/1/18-6/30/19 Mod #1	7/1/19-6/30/20	7/1/20-6/30/21	Total		
11							\$0		
12							\$0		
13							\$0		
14							\$0		
15							\$0		
16		TOTAL SUBCONTRACTOR COST	\$0	\$0	\$0	\$0	\$0		
17									
18									
19		EQUIPMENT		TERM	7/1/18-6/30/19	7/1/18-6/30/19 Mod #1	7/1/19-6/30/20	7/1/20-6/30/21	Total
20	Units	ITEM/DESCRIPTION							
21	1	Laptop			\$2,000				\$2,000
22									\$0
23									\$0
24									\$0
25		TOTAL EQUIPMENT COST	\$0	\$2,000	\$0	\$0	\$0	\$2,000	
26									
27		REMODELING	7/1/18-6/30/19	7/1/18-6/30/19 Mod #1	7/1/19-6/30/20	7/1/20-6/30/21	Total		
28	Description:								
29								\$0	
30								\$0	
31								\$0	
32		TOTAL REMODELING COST	\$0	\$0	\$0	\$0	\$0		
33									
34		TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE	\$0	\$2,000	\$0	\$0	\$2,000		
35									
36		HSA #4					10/3/2018		