



Mark Farrell, Mayor

Department of Human Services
 Department of Aging and Adult Services
 Office of Early Care and Education

Trent Rhorer, Executive Director

MEMORANDUM

TO: AGING and ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

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

DATE: JUNE 6, 2018

SUBJECT: NEW GRANT: **EDGEWOOD CENTER FOR CHILDREN & FAMILIES** (NON-PROFIT) TO PROVIDE FAMILY CAREGIVER SUPPORT KINSHIP PROGRAM

GRANT TERM:	<u>New</u>	<u>Contingency</u>	<u>Total</u>	
	07/01/18- 06/30/21		07/01/18- 06/30/21	
GRANT AMOUNT:	\$171,417	\$17,141	\$188,558	
ANNUAL AMOUNT:	<u>FY 18/19</u>	<u>FY 19/20</u>	<u>FY 20/21</u>	
	\$57,139	\$57,139	\$57,139	
FUNDING SOURCE	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u> <u>Total</u>
FUNDING:	\$171,417			\$17,141 \$188,558
PERCENTAGE:	100%			100%

The Department of Aging & Adult Services (DAAS) requests authorization to enter into a new grant with Edgewood Center for Children & Families for the provision of a family caregiver support kinship program for the time period beginning July 1, 2018 and ending June 30, 2021, in the amount of \$171,417 plus a 10% contingency for a total not to exceed \$188,558. The family caregiver support kinship program is designed to support San Francisco residents who are grandparents, step-grandparents, or any other older relative of a child by blood, marriage, or adoption who is 55 years of age or older, living with the child, and identified as the primary caregiver through a legal or informal arrangement.

Background

The Family Caregiver Support Program (FCSP) Kinship promotes an effective caregiver support system by improving both caregiver's and care recipient's well-being, increasing public awareness of caregiving, and by supporting caregivers through formal and informal community support structures.

Services to be Provided

Grantee will provide an FCSP Kinship program to support San Francisco residents who are grandparents, step-grandparents, or any other older relative of a child by blood, marriage, or adoption who is 55 years of age or older, living with the child, and identified as the primary caregiver through a legal or informal arrangement. Services to be provided by Grantee include Information Services, Access Assistance, Support Services, Caregiving Emergency Cash, and Respite Care. For additional service descriptions, please see enclosed Appendix A.

Performance

Grantee was determined to be in compliance with fiscal and programmatic requirements for FY 17/18.

Selection

Grantee was selected through Request for Proposals #787 competitively bid in March 2018.

Funding

Funding for these services will be provided through County General Funds.

ATTACHMENTS

Appendix A - Services to be Provided

Appendix B - Program Budget

APPENDIX A: SERVICES TO BE PROVIDED BY GRANTEE

Effective July 1, 2018 to June 30, 2021

Edgewood Center for Children and Families

FAMILY CAREGIVER SUPPORT PROGRAM KINSHIP PROGRAM

I. Purpose:

The purpose of this grant is to assist San Francisco residents who are grandparents, step-grandparents, or any other older relative of a child by blood, marriage, or adoption who is 55 years of age or older, living with the child, and identified as the primary caregiver through a legal or informal arrangement.

II. Definitions:

CA Getcare	A web-based application developed for DAAS staff and its service providers to maintain and track services provided and consumers served citywide. Minimum computer requirements to access the application includes Windows 2000, Internet Explorer 6.0, and Adobe Acrobat 5.0
Care Receiver – Older Adults	An older individual (60 years of age or older) or an individual (of any age) with Alzheimer’s disease or related disorder with neurological and organic brain dysfunction. [Section 302(3) of the OAA].
Caregiver	An adult (18 years or older) family member or another individual (e.g. friend or neighbor) who is an informal (i.e. unpaid) provider of in-home or community care to a care receiver.
Caregiver Support	To provide individual counseling, organization of support group and caregiver training to caregivers to assist the caregiver in making decisions and solving problems relating to their care giving roles.
Child	An individual who is not more than 18 years of age or who is an individual (of any age) with a disability. [Section 372(a)(1) of the OAA].
DAAS	Department of Aging and Adult Services of the San Francisco Human Services Agency.
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.
Grandparent	Grandparent, step-grandparent, or any other older relative of a child by blood, marriage, or adoption who is 55 years of age or older, living with the child, and identified as the primary caregiver through a legal or informal arrangement.
Grantee	Edgewood Center for Children and Families.
HSA	San Francisco Human Services Agency.
LGBT	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.
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.
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.
OOA	Office on the Aging, a unit within the Department of Aging and Adult Services of the San Francisco Human Services Agency.
Program Requirements	Program requirements found in the Older Americans Act (OOA), Title III, Part E, Sections 371 through 374. California Department of Aging Program Memorandum PM 08-03 (P).
SOGI	Sexual Orientation and Gender Identity, Ordinance No. 159-16 amended the San Francisco Administrative Code to require City

	<p>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.).</p>
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III. Target Population:

Services must target those seniors and adults with disabilities 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
- Frail
- Lesbian/Gay/Bisexual/Transgender

IV. Eligibility for Family Caregiver Support Services:

- Grandparent caregivers must be:
 - Age 55 or older.
 - Grandparent, step-grandparent, or other relative by blood, marriage, or adoption of the child.
 - Primary caregiver of the child because the biological or adoptive parents are unable or unwilling to serve as the primary caregiver of the child.
 - Has a legal relationship to the child (legal custody, adoption, guardianship) or raising informally.
- Child care receivers must be:
 - Children 18 years of age or younger.
 - Individual of any age with a disability.
- There is no income requirement (minimum/maximum) for participation in this program.

V. Location and Time Of Services:

Edgewood Center for Children and Families Kinship program is located at 3801 Bayview Plaza, #610. Services are provided throughout San Francisco at various times, six days a week (closed on Sundays).

VI. Description of Services / Service Units

Service categories and the corresponding service units that will be funded for the Kinship program are listed below. Service areas, specific services, and units of measure have been

established and defined by the Older Americans Act and the California Department of Aging. **All possible categories of services are listed for the purpose of a comprehensive overview of the program; however, Grantee is not required to provide services in all service categories.** Actual contracted service levels are listed in **bold** in corresponding service areas. Contracted Service units are to be completed on an annual basis.

Information Services (Caring For Child):

Information Services means the provision of public information on caregiving and/or community education on caregiving, including information about available services.

Unit: 1 activity

- Public Information on Caregiving (Caring for Child) An FCSP Information Service designed to provide information about available FCSP and other caregiver support resources and services by disseminating publications, conducting media campaigns, and maintaining electronic information systems (e.g., quarterly newsletter). **UNIT: 12 activities**
- Community Education on Caregiving (Caring for Child) An FCSP Information Service designed to educate groups of current or potential caregivers and those who may provide them with assistance about available FCSP and other caregiver support resources and services (e.g., booth at a health fair). **UNIT: 10 activities**

Access Assistance (Caring For Child):

Access Assistance is the provision of caregiver outreach, caregiver information and assistance, and caregiver interpretation/translation services in order to link caregivers to the opportunities and services that are available. Unit: 1 contact

- Caregiver Outreach (Caring for Child) An FCSP Access Assistance service involving interventions (one-on-one contacts with individuals) initiated by an agency or provider for the purpose of identifying caregivers and encouraging their use of existing caregiver support services (e.g., Caregiver InfoVan staff contacts outside of local market). **UNIT: 0 contact**
- Caregiving Information and Assistance (Caring for Child) An FCSP Access Assistance service that: (A) provides caregivers with information on services available within the communities, including caregiving information related to assistive technology and caring for older individuals at risk for institutional placement; (B) links caregivers to the services and opportunities that are available within the communities; (C) to the maximum extent practicable, establishes adequate follow-up procedures (caregiver may remain anonymous and refuse follow-up contact). **UNIT: 50 contacts**

- Caregiver Interpretation / Translation (Caring for Child) An FCSP Access Assistance service for the provision of bilingual communication assistance to a caregiver in order to access assistance and receive support for his or her caregiving responsibilities (e.g., staff interpreting dialogue between caregiver and care consultant staff translating an elder's prescription drug label for his caregiver). UNIT: 0 contact
- Caregiver Legal Resources (Caring for Child) An FCSP Access Assistance service involving one-to-one guidance provided by an attorney (or person under the supervision of an attorney) in the use of legal resources and services when assisting a caregiver with caregiving-related legal issues. UNIT: 0 contact

Supportive Services (Caring For Child):

Support Services is the provision of caregiver assessment, caregiver counseling, caregiver peer counseling, caregiver support groups, caregiver training, and (if necessary) caregiver case management. Unit: 1 hour

- Caregiver Assessment (Caring for Child) An FCSP Support Service provided to a caregiver by a person appropriately trained and experienced in the skills required to deliver the level of counseling service, which may range from guidance with caregiving responsibilities to therapy for stress, depression, and loss; and (A) may involve his or her informal support system; (B) may be individual direct sessions and/or telephone consultations, and (C) may address caregiving-related financial and long-term care placement responsibilities. **UNIT: 50 hours**
- Caregiver Counseling (Caring for Child) An FCSP Support Service provided to a caregiver by a person appropriately trained and experienced in the skills required to deliver the level of support needed for stress, depression, and loss as a result of caregiving responsibilities. This service (A) may involve his or her informal support system; (B) may be individual direct sessions and/or telephone consultations, and (C) may address caregiving-related financial and long-term care placement responsibilities. UNIT: 0 hour
- Caregiver Peer Counseling (Caring for Child) An FCSP Support Service provided by experienced volunteers on the condition that appropriate training and qualified supervision protocols are in place. UNIT: 0 hour
- Caregiver Support Group (Caring for Child) An FCSP Support Service provided to a group of 3 - 12 caregivers that is led by a competent facilitator; conducted at least monthly within a supportive setting or via a controlled access, moderated online or teleconference approach; for the purpose of sharing experiences and ideas to ease the stress of caregiving, and to improve decision-making and

problem-solving skills related to their caregiving responsibilities. **UNIT: 50 hours**

- Caregiver Training (Caring for Child) An FCSP Support Service consisting of workshops or one-on-one individually tailored sessions, conducted either in person or electronically by a skilled and knowledgeable individual, to assist caregivers in developing the skills and gaining the knowledge necessary to fulfill their caregiving responsibilities; and shall address the areas of health, nutrition, and financial literacy. UNIT: 0 hour
- Caregiver Case Management (Caring for Child) An FCSP Support Service provided by a person who is trained and experienced in the skills that are required to coordinate and monitor the provision of formal caregiver-related services in circumstances where caregivers are experiencing diminished capacities due to mental impairment or temporary severe stress and/or depression. UNIT: 0 hour

Respite Care (Caring For Child):

Respite Care is a brief period of relief or rest from caregiving responsibilities, and is provided to caregivers on an intermittent, occasional, and/or emergency basis in a manner that responds to the individual needs and preferences of the caregivers and their care receiver rather than a pre-established set amount offered on a “first come, first served” waiting list basis. Respite Care shall be provided only to a caregiver of a care receiver having two or more activities of daily living limitations or a cognitive impairment, or to a caregiver who is the grandparent or older adult relative caring for a child. Unit: 1 hour (time includes service provision and related travel).

- Caregiver Respite In-Home Supervision (Caring for Child) An FCSP Respite Care service that includes the provision of care receiver day and/or overnight supervision and friendly visiting by an appropriately skilled provider or volunteer in order to prevent wandering and health or safety incidents. UNIT: 0 hour
- Caregiver Respite Homemaker Assistance (Caring for Child) An FCSP Respite Care service that includes the provision of care receiver assistance with meal preparation, medication management, using the phone, and or light housework (along with care receiver supervision) by an appropriately skilled provider or volunteer. UNIT: 0 hour
- Caregiver Respite In-Home Personal Care (Caring for Child) An FCSP Respite Care service that includes the provision of care receiver assistance with eating, bathing, toileting, transferring, and or dressing (along with care receiver supervision and related homemaker assistance) by an appropriately skilled provider. UNIT: 0 hour

- Caregiver Respite Home Chore (Caring for Child) An FCSP Respite Care service that includes an appropriately skilled provider or volunteer assisting a caregiver with heavy housework, yard work, and or sidewalk and other routine home maintenance (but not structural repairs) associated with caregiving responsibilities. UNIT: 0 hour
- Caregiver Respite Out-of-Home Day Care (Caring for Child) An FCSP Respite Care service where the care receiver attends a supervised/protective, congregate setting during some portion of a day, and includes access to social and recreational activities. **UNIT: 400 hours**
- Caregiver Respite Out-of-Home Overnight Care (Caring for Child) An FCSP Respite Care service where the care receiver is temporarily placed in a supervised/protective, residential setting for one or more nights, and may include access to nursing and personal care. UNIT: 0 hour

Supplemental Services (Caring For Child):

Supplemental Services means caregiver-centered assistance offered on a limited basis to support and strengthen the caregiving efforts. Supplemental Services shall be provided only to a caregiver of a care receiver having two or more activities of daily living limitations or a cognitive impairment, or to a caregiver who is the grandparent or older adult relative caring for a child. UNIT: 1 device is 1 occurrence

- Assistive Devices for Caregiving (Caring for Child) An FCSP Supplemental Service that involves the purchase, rental and/or service fee of any equipment or product system (ranging from a lift chair or bathtub transfer bench to an electronic pill dispenser or emergency alert fall prevention device) in order to facilitate and fulfill the caregiving responsibilities. UNITS: 1 device is 1 occurrence. UNITS: 0 occurrence
- Home Adaptations for Caregiving (Caring for Child) An FCSP Supplemental Service that makes any minor or major physical change to the home (ranging from installation of grab bars or replacement of door handles to construction of an entrance ramp or roll-in shower) in order to facilitate and fulfill caregiving responsibilities. UNIT: 1 modification is 1 occurrence. UNITS: 0 occurrence
- Caregiving Services Registry (Caring for Child) An FCSP Supplemental Service that recruits, screens, and maintains a listing of dependable, qualified self-employed homemaker or respite care workers who may be matched with caregivers willing to use personal resources to pay for assistance with their caregiving responsibilities. Both the caregiver and the self-employed worker will be: (A) advised about appropriate compensation and workplace performance expectations; and (B) provided with follow-up to ensure the match is functioning effectively. UNIT: 1 hour is 1 occurrence. UNITS: 0 occurrence

- Caregiving Emergency Cash / Material Aid (Caring for Child) An FCSP Supplemental Service that arranges for and provides assistance to caregivers in the form of commodities, surplus food, emergency cash, transit passes, meals, and vouchers that will help meet identified needs associated with an individual caregiver's responsibilities. UNIT: 1 assistance is 1 occurrence. **UNITS: 30 occurrences**

VII. Service Objectives

On an annual basis:

- Grantee will provide 12 units of service of Public Information on Caregiving.
- Grantee will provide 10 units of service of Community Education on Caregiving.
- Grantee will provide 50 units of service of Caregiving Information and Assistance.
- Grantee will provide 50 units of service of Caregiver Assessment.
- Grantee will provide 50 units of service of Caregiver Support Groups.
- Grantee will provide 400 units of service of Caregiver Respite Out-of-Home Day Care.
- Grantee will provide 30 units of service of Caregiving Emergency Cash/Material Aid.

VIII. Outcome Objectives

1. At least 85% of program participants responding to the annual consumer satisfaction survey will indicate that they received the services offered by the agency and the services were appropriate, relevant, and adequate.
2. At least 75% of program participants responding to the annual consumer satisfaction survey will report reduced stress and an increased sense of feeling cared about/valued after one year of receipt of services.
3. At least 75% of program participants responding to the annual consumer satisfaction survey will indicate they feel better able to be a caregiver due to the services received.
4. At least 75% of program participants responding to the annual consumer satisfaction survey will indicate they learned of new service offerings that they were not previously aware of being offered.

IX. Reporting Requirements

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

- A. Grantee will enter into CA-GetCare all the units of service in the Service Recording Tool and data for client-level service reporting by the 5th working day of the month for the preceding month.
- B. Monthly reports must be entered into the Contracts Administration, Billing and Reporting Online (CARBON) system for each unit of service delivered during the reporting period for each service listed in Section VI of the Services to be provided.
- C. 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.
- D. Grantee will provide annual consumer satisfaction survey results to OOA by March 15 each grant year, with at least thirty-five percent (35%) of caregiver participants responding to the annual consumer satisfaction survey.
- E. Grantee will provide other reports as requested.
- F. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10th.
- G. Apart from the on-line reporting via CA GetCare and CARBON, and report requested to be sent via e-mail to the Program Manager and/or Contract Manager, all other reports should be sent to the following addresses:

Monte Cimino, MSW
 Program Manager
 DAAS, Office on the Aging
 PO Box 7988
 San Francisco, CA 94120
 E-mail address:
monte.cimino@sfgov.org

Ella Lee
 Contract Manager
 Human Services Agency
 PO Box 7988
 San Francisco, CA 94120
 Email address:
ella.lee@sfgov.org

X. Monitoring Activities:

- A. Program Monitoring: Program monitoring will include review of 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; and whether services are provided appropriately according to Sections VI and VII.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, the current board roster and selected board minutes for compliance with the Sunshine Ordinance, and HIPAA compliance.

Program: FCSP
(Same as Line 9 on HSA #1)

Operating Expense Detail

Expenditure Category	TERM	TOTAL			
		7/1/18-6/30/19	7/1/19-6/30/20	7/1/20-6/30/21	7/1/18-6/30/21
Rental of Property		\$2,308	\$2,308	\$2,308	\$6,924
Utilities(Elec, Water, Gas, Phone, Garbage)					
Office Supplies, Postage		\$200	\$200	\$200	\$600
Building Maintenance Supplies and Repair					
Printing and Reproduction					
Insurance					
Staff Training		\$500	\$500	\$500	\$1,500
Staff Travel-(Local & Out of Town)		\$400	\$400	\$400	\$1,200
Rental of Equipment					
CONSULTANTS					
OTHER					
Youth Activities/Respite		\$1,770	\$1,770	\$1,770	\$5,310
Telecommunications		\$4,000	\$4,000	\$4,000	\$12,000
Outreach		\$1,000	\$1,000	\$1,000	\$3,000
TOTAL OPERATING EXPENSE		\$10,178	\$10,178	\$10,178	\$30,534

HSA #3

10/25/2016