



Mark Farrell, Mayor

Trent Rorer, 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 *J47*

DATE: JUNE 20, 2018

SUBJECT: GRANT RENEWAL: **OPENHOUSE** (NON-PROFIT) TO PROVIDE LESBIAN, GAY, BISEXUAL AND TRANSGENDER (LGBT) CULTURAL SENSITIVITY TRAINING

GRANT TERM:	<u>Current</u> 7/1/16- 6/30/18	<u>Renewal</u> 7/1/18- 6/30/21		<u>Contingency</u>	<u>Total</u>
TOTAL AMOUNT:	\$88,270	\$139,107		\$13,910	\$153,017
ANNUAL AMOUNT:	<u>FY18/19</u> \$46,369	<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>
FUNDING:	\$139,107			\$13,910	\$153,017
PERCENTAGE:	100%				100%

The Department of Aging & Adult Services (DAAS) requests authorization to renew the grant agreement with Openhouse for the time period beginning July 1, 2018 ending on June 30, 2021, in the amount of \$139,107 plus a 10% contingency for a total amount not to exceed of \$153,017. The purpose of the grant is to provide LGBT cultural sensitivity training to mainstream social service agencies that serve older adults and adults with disabilities.

Background

Many community based organizations do not understand the issues of stigma and discrimination experienced by the LGBT community and may not be effectively serving LGBT older adults and people with disabilities. In response to this concern, Openhouse professionally developed the training curriculum “From Isolation to Inclusion: Reaching and Serving LGBT 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 LGBT 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.

Services to be Provided

Grantee will be responsible for delivery of training and technical assistance to agencies and organizations that serve older adults and people with disabilities. The purpose of the training and technical assistance is to raise awareness of the unique health and aging-related issues of lesbian, gay, bisexual and transgender (LGBT) older adults and younger adults with disabilities, reveal barriers that hinder service provision to this population, and demonstrate specific ways to overcome the identified barriers. The goals of the contract are to create a welcoming culture for LGBT consumers and improve functional independence and quality of life for LGBT elders and adults with disabilities. Openhouse will develop an educational curriculum, hire experienced trainers, and provide follow-up technical assistance for agencies that participate in the training.

Location of Services

Program administration will take place at the Grantee’s main office, Bob Ross LGBT 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.

ATTACHMENTS

Appendix A-Services to be Provided

Appendix B-Program Budget

Appendix A – Services to be Provided

Openhouse

LGBT Cultural Sensitivity Training

July 1, 2018 – June 30, 2021

I. Purpose

The purpose is to provide Lesbian, Gay, Bisexual and Transgender (LGBT) cultural sensitivity training to social service agencies that serve older adults and/or adults with disabilities to create a welcoming culture for LGBT 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
LGBT	Lesbian, Gay, Bisexual, Transgender
OCM	Office of Contract Management, Human Services Agency
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 LGBT 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 (LGBT) older adults and younger adults with disabilities; 2) reveal barriers that hinder service provision to this population; and 3) demonstrate specific ways to overcome the identified barriers by working with mainstream agencies to create a welcoming culture for LGBT consumers. The goals are to improve functional independence and quality of life for LGBT elders and adults with disabilities who have been unable to access available services in San Francisco.

Grantee will be responsible for the following:

- A. Develop and update an educational curriculum for a two hour training session designed for the staff members of agencies and organizations that serve older adults and adults with disabilities.
- B. Hire experienced trainer(s) to perform the training.
- C. Through training and follow-up technical assistance, help agencies that serve older adults and/or adults with disabilities overcome fear and intolerance of LGBT individuals, and facilitate creating a safe and welcoming environment for entry and participation.

V. Location and Time of Services

Program administration will take place at the Openhouse Bob Ross LGBT 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.

VI. Service Objectives

Annually the Grantee shall provide:

- A. A **current educational curriculum** for a two-hour training session designed for agencies and organizations that serve older adults and people with disabilities.
- B. **15 training sessions**
- C. Training to **at least 150 staff and volunteers** attending training sessions. Evaluation of the training will be conducted for each training session.
- D. **15 hours of Technical Assistance** to agencies participating in training.
- E. **All workshop participants (100%)** will respond to a consumer satisfaction survey administered according to HSA guidelines.

VII. Service Outcomes

- 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 LGBT 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.

VIII. 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

IX. 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 VI and VII.

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

	A	B	C	D	E
1	Appendix B, Page 1				
2					
3	HUMAN SERVICES AGENCY BUDGET SUMMARY				
4	BY PROGRAM				
5	Name		Term		
6	Openhouse		7/1/18-6/30/21		
7	(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
8	If modification, Effective Date of Mod.		No. of Mod.		
9	Program: LGBT Cultural Sensitivity Training				
10	Budget Reference Page No.(s)				7/1/18-6/30/21
11	Program Term		7/1/18-6/30/19	7/1/19-6/30/20	7/1/20-6/30/21
12	Expenditures				
13	Salaries & Benefits		\$40,321	\$40,321	\$40,321
14	Operating Expenses		\$0	\$0	\$0
15	Subtotal		\$40,321	\$40,321	\$40,321
16	Indirect Percentage (%)		15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)		\$6,048	\$6,048	\$6,048
18	Subcontractor/Capital Expenditures		\$0	\$0	\$0
19	Total Expenditures		\$46,369	\$46,369	\$46,369
20	HSA Revenues				
21	General Fund		\$46,369	\$46,369	\$46,369
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES		\$46,369	\$46,369	\$46,369
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Revenues		\$46,369	\$46,369	\$46,369
37	Full Time Equivalent (FTE)				
39	Prepared by: Matthew Cimino		Telephone No.: 415-530-2786		
40	HSA-CO Review Signature: _____				
41	HSA #1				

