



Mark Farrell, Mayor

Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

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

DATE: JUNE 6, 2018

SUBJECT: GRANT RENEWAL: SELF-HELP FOR THE ELDERLY (NON-PROFIT) FOR PROVISION OF EMERGENCY SHORT-TERM HOME CARE FOR SENIORS: PERSONAL CARE, CHORE AND HOMEMAKER SERVICES

GRANT TERM: 7/1/18 – 6/30/19

GRANT AMOUNT: \$107,261

FUNDING SOURCE	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$10,726	\$0	\$96,535	\$10,726	\$117,987
PERCENTAGE:	10%	0%	90%		100%

The Department of Aging and Adult Services (DAAS) requests authorization to renew the grant agreement with Self Help for the Elderly for the period of July 1, 2018 to June 30, 2019, in an amount of \$107,261 plus a 10% contingency amount for a total amount not to exceed \$117,987. The purpose of this grant is to provide Emergency Short-Term Home Care for Seniors -Chore, Homemaker, and Personal Care Services - to those eligible older adults experiencing difficulty in their home with activities of daily living (ADL), when discharged from a hospital or institution and in needs of services, and/or individuals in the process of applying for the State In Home Supportive Services (IHSS) program.

Service	FY 18-19 Annual Amount	Contingency Amount FY 18-19	Total Grant Amount FY 18-19
Emergency short-term Chore Services	\$37,318	\$3,732	\$41,050
Emergency short-term Homemaker Services	\$37,318	\$3,732	\$41,050
Emergency short-term Personal Care Services	\$32,625	\$3,262	\$35,887
Total	\$107,261	\$10,726	\$117,987

Background

Title IIIB of the Older Americans Act provides funding for a series of supportive services programs which include Chore, Homemaker, and Personal Care Services. Title IIIB services are designed to address functional limitations in older adults with a goal of maintaining health and independence while living at home. Delivery of the Chore, Homemaker, and Personal Care Services promotes older adults' ability to maintain the highest possible levels of function, participation and dignity in the community. In the City and County of San Francisco, these three programs are organized and administered under the umbrella program name "Emergency Short-Term Home Care for Seniors."

The Emergency Short-Term Home Care for Seniors services are distinct from the State of California's In Home Supportive Services (IHSS) program. The Emergency Short-Term Home Care for Seniors programs (Chore, Homemaker, and Personal Care) are specific to the Federal Older American's Act and are funded and defined through the California Department of Aging. Limited funding availability for these programs restrict the scope and availability of services. In contrast, In Home Supportive Services program is overseen (at the State level) by the California Department of Social Services. The IHSS program design is guided by extensive regulations of specific services offered and specific allocations of service hours.

Services to be Provided

Emergency Short-Term Home Care for Seniors consists of three distinct services: Chore, Homemaker, and Personal Care Services. While administered under the umbrella "Emergency Short-Term Home Care for Seniors" name, a potential recipient need only seek the larger umbrella service and the three underlying services will be allocated as needed and available. The three services are defined, by the California Department of Aging, as follows:

- Chore Services To provide periodic maintenance for a household such as heavy cleaning, washing windows, sidewalk maintenance and yard work.

- Homemaker Services To provide light routine maintenance of a household, including service support such as dusting, vacuuming, laundry, or meal preparation.

- Personal Care Services To assist the consumer with routine care of a personal nature, such as bathing, dressing, personal care, feeding and general hygiene

Grantee will administer all aspects of the program including intake and eligibility determination for clients, scheduling of services, and delivery of services in a professional and effective manner.

Location and Time of Services

Grantee services are based at 601 Jackson Street, San Francisco, CA 94133, during the hours of 8:30 a.m. to 5 p.m. Monday to Friday. Services are delivered at client homes throughout the City.

Performance

Self-Help for the Elderly was monitored in March 2018 and found to be in compliance with fiscal performance and monitoring requirements. The annual program monitoring session is scheduled for late May 2018 and the program has been in compliance so far this fiscal year.

Selection

Grantee was selected through RFP #634, which was competitively bid on March 6, 2015.

Funding

Funding for these grant agreements are provided by 90% Federal and 10% County funds.

ATTACHMENT

Emergency Short-Term Home Care for Seniors-Chore Services

Appendix A- Services to be Provided by Grantee

Appendix B- Calculation of Charges

Emergency Short-Term Home Care for Seniors –Homemaker Services

Appendix A1- Services to be Provided by Grantee

Appendix B1- Calculation of Charges

Emergency Short-Term Home Care for Seniors -Personal Care Services

Appendix A2- Services to be Provided by Grantee

Appendix B2- Calculation of Charges

APPENDIX A – SERVICES TO BE PROVIDED BY GRANTEE

Effective July 1, 2018 to June 30, 2019

Self-Help for the Elderly

EMERGENCY SHORT TERM HOME CARE FOR SENIORS: CHORE SERVICES

I. Purpose

The purpose of this grant is to provide emergency short-term Chore Services to eligible older adults experiencing difficulty in their home with activities of daily living (ADL's), when discharged from a hospital or institution, or who are in the process of applying for the California In-home Supportive Services program (IHSS). This service is designed to promote older adults' ability to maintain the highest possible levels of function, participation, and dignity in the community.

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	Contracts Administration, Reporting and Billing On Line System
City	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	Self-Help for the Elderly

HSA	Human Services Agency of the City and County of San Francisco
Low Income	Having income at or below 100% 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.
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
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>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee’s Chore Services program and reflected via enrollment in CA GetCare.

III. Target Population

Individuals 60 years of age or older. According to the federal mandates of the Older Americans Act, services must target clients 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 Chore Services

- 1) A resident of San Francisco
- 2) Aged 60 and above
- 3) Consumers in need of emergency short-term Chore Services

V. Location and Time of Services

Intake and program administration will take place at 601 Jackson Street, San Francisco, CA 94133, during the hours of 8:30 am to 5 pm Monday to Friday. Program services will take place off site at client residences.

VI. Description of Services

The Grantee is to hire, train and place care workers to provide Chore Services to the eligible consumers. Chore Services include provision of periodic assistance to persons with heavy housework, yard work, sidewalk maintenance, heavy cleaning, and other such work.

VII. Contractor Responsibilities/Units of Service and Definitions

On an annual basis, the Grantee will provide Chore Services to the indicated number of consumers with the indicated number of units of service. Chore Services should be designed to:

- Provide quality services that attain a high level of satisfaction from participants
- Provide services that meet the needs of the participants
- Provide assistance that ensures well-being and health
- Provide information and referral as needed

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of at least 50% of the annual unduplicated consumers as specified in the Service Objective section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve 75 unduplicated consumers.
- Grantee will provide 886 units of Chore Service as described above.

IX. Outcome Objectives

Satisfaction Survey Outcomes

- At least eighty five 85% of consumers surveyed will report that they are satisfied (or better) with the services provided.
- At least 85% of the consumers surveyed will report that they received the services that they need to remain at home.

Performance Outcomes

- At least 95% of consumers will receive services within a one hour window of the scheduled time.
- At least 85% of consumers will receive services within a 48 hour time period from initial intake.
- At least 75% of the consumers served by the program will need assistance in performing at least 2 ADLs*(To be determined by consumer information entered into the CA GetCare system.)

X. Reporting Requirements

- Grantee will provide various reports during the term of the grant agreement:
- The Grantee will enter consumers' data into the CA GetCare database system.
- The 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.
- 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.
- 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.
- 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.
- 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.
- Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- 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.
- Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- 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.
- 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:

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

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

XI. Monitoring Activities

- 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
1	Appendix B, Page 1		
2			
3	HUMAN SERVICES AGENCY BUDGET SUMMARY		
4			
5	Name	Term	
6	SELF-HELP FOR THE ELDERLY	7/1/18-6/30/19	
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: Emergency Short Term Home Care for Seniors - Chore		
10	Budget Reference Page No.(s)		
11	Program Term	7/1/18-6/30/19	Total
12	Expenditures		
13	Salaries & Benefits	\$31,372	\$31,372
14	Operating Expenses	\$1,653	\$1,653
15	Subtotal	\$33,025	\$33,025
16	Indirect Percentage (%)	13%	13.00%
17	Indirect Cost (Line 16 X Line 15)	\$4,293	\$4,293
18	Capital/Subcontractor Expenditures	\$0	\$0
19	Total Expenditures	\$37,318	\$37,318
20	HSA Revenues		
21			
22	General Fund	\$3,732	\$3,732
23	Federal Fund	\$33,586	\$33,586
24			
25			
26			
27			
28			
29	TOTAL HSA REVENUES	\$37,318	\$37,318
30	Other Revenues		
31			
32			
33			
34			
35			
36	Total Revenues	\$37,318	\$37,318
37	Full Time Equivalent (FTE)		
39	Prepared by: Leny Nair	Telephone No.:	Date: 05/21/2018

	A	B	C	D	E	F	G
1	Appendix B, Page 2						
2							
3							
4	Program: Emergency Short Term Home Care for Seniors - Chore						
5	(Same as Line 9 on HSA #1)						
6	Salaries & Benefits Detail						
7							
8							
9							
10						7/1/18-6/30/19	7/1/18-6/30/19
11		Agency Totals		HSA Program		DAAS	TOTAL
12	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary
13	Project Coordinator	\$53,560	1.00	100%	0.06	\$3,214	\$3,214
14	Elder Care Worker	\$40,000	1.00	100%	0.35	\$14,000	\$14,000
15	Program Assistant	\$39,000	0.75	50%	0.08	\$2,925	\$2,925
16	Elder Care Worker-On Call	\$33,280	0.36	100%	0.12	\$3,994	\$3,994
17							
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29							
30	TOTALS	\$165,840	3.11	350%	0.61	\$24,132	\$24,132
31							
32	FRINGE BENEFIT RATE	30%					
33	EMPLOYEE FRINGE BENEFITS	\$49,752				\$7,240	\$7,240
34							
35							
36	TOTAL SALARIES & BENEFITS	\$215,592				\$31,372	\$31,372
37	HSA #2						5/21/2018

	A	B	C	D	E	F	G
1	Appendix B, Page 3						
2							
3							
4	Program: Emergency Short Term Home Care for Seniors - Chore						
5	(Same as Line 9 on HSA #1)						
6							
7	Operating Expense Detail						
8							
9							
10							
11							
12	<u>Expenditure Category</u>				<u>TERM 7/1/18-6/30/19</u>		<u>TOTAL 7/1/18-6/30/19</u>
13	Rental of Property				\$784		\$784
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$40		\$40
15	Office Supplies, Postage				\$104		\$104
16	Building Maintenance Supplies and Repair				\$100		\$100
17	Printing and Reproduction						\$0
18	Insurance				\$125		\$125
19	Staff Training				\$100		\$100
20	Staff Travel-(Local & Out of Town)				\$400		\$400
21	Rental of Equipment						
22							
23	CONSULTANTS						
24							
25							
26							
27	OTHER						
28							
29							
30							
31	TOTAL OPERATING EXPENSE				\$1,653		\$1,653
32							
33	HSA #3						5/21/2018

APPENDIX A1 – SERVICES TO BE PROVIDED BY GRANTEE

Effective July 1, 2018 to June 30, 2019

Self-Help for the Elderly

EMERGENCY SHORT TERM HOMECARE FOR SENIORS:

HOMEMAKER SERVICES

I. Purpose

The purpose of this grant is to provide emergency short-term Homemaker Services to those eligible individuals experiencing difficulty in their home with activities of daily living (ADL’s), when discharged from a hospital or institution, or individuals in the process of applying for the California In-home Supportive Services program (IHSS). This service is designed to promote older adults’ ability to maintain the highest possible levels of function, participation, and dignity in the community.

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	Contracts Administration, Reporting and Billing On Line System
City	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	Self-Help for the Elderly

HSA	Human Services Agency of the City and County of San Francisco
Low Income	Having income at or below 100% 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.
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
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>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee’s Homemaker Services program and reflected via enrollment in CA GetCare.

III. Target Population

Individuals 60 years of age or older. According to the Federal mandates of the Older Americans Act, services must target clients 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 Homemaker Services

- 1) A resident of San Francisco
- 2) Aged 60 and above
- 3) Consumers in need of emergency short-term Homemaker services

V. Location and Time of Services

Intake and program administration will take place at 601 Jackson Street, San Francisco, CA 94133, during the hours of 8:30 am to 5 pm Monday to Friday. Program services will take place off site at client residences.

VI. Description of Services

The Grantee is to hire, train and place care workers to provide Homemaker Services to eligible consumers. Homemaker Services includes provision of assistance to persons having difficulties with one or more of the following instrumental activities of daily living: preparing meals, shopping for personal items, using the telephone or doing light routine maintenance of a household (such support as dusting, vacuuming, laundry, or meal preparation.)

VII. Contractor Responsibilities/Units of Service and Definitions

On an annual basis, the Grantee will provide Homemaker Services to the indicated number of consumers with the indicated number of units of service. Homemaker Services should be designed to:

- Provide quality services that attain a high level of satisfaction from participants
- Provide services that meet the needs of the participants
- Provide assistance that ensures well-being and health
- Provide information and referral as needed

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 50%** of the annual unduplicated consumers as specified in the Service Objective section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve **75** unduplicated consumers.
- Grantee will provide **886** units of Homemaker Services as described above.

IX. Outcome Objectives

Satisfaction Survey Outcomes:

- At least eighty-five percent (85%) of consumers surveyed will report that they are satisfied (or better) with the services provided.

- At least eighty-five percent (85%) of the consumers surveyed will report that they received the services that they need to remain at home.

Performance Outcomes:

- At least 95% of consumers will receive services within a one hour window of their scheduled time
- At least 85% of consumers will receive services within a 48 hour time period from initial intake
- At least 75% of the consumers served by the program will need assistance in performing at least 2 ADLs*. (*To be determined via consumer information entered into the CA GetCare system.)

X. Reporting Requirements

- A. Grantee will provide various reports during the term of the grant agreement:
- B. The Grantee will enter consumers' data into the CA GetCare database system.
- C. The 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.
- D. 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.
- E. 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.
- F. 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.
- G. 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.
- H. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- I. 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.
- J. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- K. 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.
- L. 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:

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

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

XI. 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
1	Appendix B1, Page 1		
2			
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5	Name	Term	
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7	(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>		
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10	Budget Reference Page No.(s)		
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17	Indirect Cost (Line 16 X Line 15)	\$4,293	\$4,293
18	Capital/Subcontractor Expenditures	\$0	\$0
19	Total Expenditures	\$37,318	\$37,318
20	HSA Revenues		
21			
22	General Fund	\$3,732	\$3,732
23	Federal Fund	\$33,586	\$33,586
24			
25			
26			
27			
28			
29	TOTAL HSA REVENUES	\$37,318	\$37,318
30	Other Revenues		
31			
32			
33			
34			
35			
36	Total Revenues	\$37,318	\$37,318
37	Full Time Equivalent (FTE)		
39	Prepared by: Leny Nair	Telephone No.:	Date: 05/16/2018
40	HSA-CO Review Signature: _____		
41	HSA #1		5/21/2018

	A	B	C	D	E	F	G
1	Appendix B1, Page 2						
2							
3							
4	Program: Emergency Short Term Home Care for Seniors-Homemaker						
5	(Same as Line 9 on HSA #1)						
6	Salaries & Benefits Detail						
7							
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11							
		Agency Totals		HSA Program		7/1/18-6/30/19	7/1/18-6/30/19
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DAAS Budgeted Salary	TOTAL Budgeted Salary
12	POSITION TITLE						
13	Project Coordinator	\$53,560	1.00	100%	0.06	\$3,214	\$3,214
14	Elder Care Worker	\$40,000	1.00	100%	0.35	\$14,000	\$14,000
15	Program Assistant	\$39,000	0.75	50%	0.08	\$2,925	\$2,925
16	Elder Care Worker-On Call	\$33,280	0.36	100%	0.12	\$3,994	\$3,994
17							
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29							
30	TOTALS	\$165,840	3.11	350%	0.61	\$24,132	\$24,132
31							
32	FRINGE BENEFIT RATE	30%					
33	EMPLOYEE FRINGE BENEFITS	\$49,752				\$7,240	\$7,240
34							
35							
36	TOTAL SALARIES & BENEFITS	\$215,592				\$31,372	\$31,372
37	HSA #2						5/21/2018

	A	B	C	D	E	F	G
1	Appendix B1, Page 3						
2							
3							
4	Program: Emergency Short Term Home Care for Seniors-Homemaker						
5	(Same as Line 9 on HSA #1)						
6							
7	Operating Expense Detail						
8							
9							
10							
11							
12	<u>Expenditure Category</u>			TERM	<u>7/1/18-6/30/19</u>		TOTAL <u>7/1/18-6/30/19</u>
13	Rental of Property				\$784		\$784
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$40		\$40
15	Office Supplies, Postage				\$104		\$104
16	Building Maintenance Supplies and Repair				\$100		\$100
17	Printing and Reproduction						\$0
18	Insurance				\$125		\$125
19	Staff Training				\$100		\$100
20	Staff Travel-(Local & Out of Town)				\$400		\$400
21	Rental of Equipment						
22							
23	CONSULTANTS						
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26							
27	OTHER						
28							
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30							
31	TOTAL OPERATING EXPENSE				\$1,653		\$1,653
32							
33	HSA #3						5/21/2018

APPENDIX A2 – SERVICES TO BE PROVIDED BY GRANTEE

Effective July 1, 2018 to June 30, 2019

Self-Help for the Elderly

EMERGENCY SHORT TERM HOME CARE FOR SENIORS:

PERSONAL CARE SERVICES

I. Purpose

The purpose of this grant is to provide emergency short-term Personal Care Services to those eligible individuals experiencing difficulty in their home with activities of daily living (ADL’s), when discharged from a hospital or institution, or individuals in the process of applying for the California In-home Supportive Services program (IHSS). This service is designed to promote older adults’ ability to maintain the highest possible levels of function, participation, and dignity in the community.

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	Contracts Administration, Reporting and Billing On Line System
City	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	Self-Help for the Elderly

HSA	Human Services Agency of the City and County of San Francisco
Low Income	Having income at or below 100% 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.
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
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>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee’s Personal Care Services program and reflected via enrollment in CA GetCare.

III. Target Population

Individuals 60 years of age or older. According to the federal mandates of the Older Americans Act, services must target clients 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 Personal Care Services

- 1) A resident of San Francisco
- 2) Aged 60 and above
- 3) Consumers in need of emergency short-term Personal Care Services

V. Location and Time of Services

Intake and program administration will take place at 601 Jackson Street, San Francisco, CA 94133, during the hours of 8:30 am to 5 pm Monday to Friday. Program services will take place off site at client residences.

VI. Description of Services

The Grantee is to hire, train, and place care workers to provide Personal Care Services to the eligible consumers. Personal Care Services includes provision of personal assistance, stand-by assistance, supervision or cues for persons having difficulties with one or more of the following activities of daily living: eating, dressing, bathing, toileting and transferring in and out of bed/chair, or walking.

VII. Contractor Responsibilities/Units of Service and Definitions

On an annual basis, the Grantee will provide Personal Care Services to the indicated number of consumers with the indicated number of units of service. Personal Care Services should be designed to:

- Provide quality services that attain a high level of satisfaction from participants
- Provide services that meet the needs of the participants
- Provide assistance that ensures well-being and health
- Provide information and referral as needed

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 50%** of the annual unduplicated consumers as specified in the Service Objective section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve 65 unduplicated consumers.
- Grantee will provide 762 units of Personal Care Services as described above.

IX. Outcome Objectives

Satisfaction Survey Outcomes

- At least 85% of consumers surveyed will report that they are satisfied (or better) with the services provided.
- At least 85% of the consumers surveyed will report that they received the services that they need to remain at home.

Performance Outcomes

- At least 95% of consumers will receive services within a one hour window of their scheduled time
- At least 85% of consumers will receive services within a 48 hour time period from initial intake
- At least 75% of the consumers served by the program will need assistance in performing at least 2 ADLs*. (*To be determined via consumer information entered into the CA GetCare system.)

X. Reporting Requirements

- A. Grantee will provide various reports during the term of the grant agreement:
- B. The Grantee will enter consumers' data into the CA GetCare database system.
- C. The 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.
- D. 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.
- E. 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.
- F. 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.
- G. 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.
- H. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- I. 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.
- J. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- K. 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.
- L. 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:

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

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

XI. 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
1	Appendix B2, Page 1		
2			
3	HUMAN SERVICES AGENCY BUDGET SUMMARY		
4			
5	Name	Term	
6	SELF-HELP FOR THE ELDERLY	7/1/18-6/30/19	
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: Emergency Short Term Home Care for Seniors - Personal Care		
10	Budget Reference Page No.(s)		
11	Program Term	7/1/18-6/30/19	Total
12	Expenditures		
13	Salaries & Benefits	\$27,504	\$27,504
14	Operating Expenses	\$1,367	\$1,367
15	Subtotal	\$28,871	\$28,871
16	Indirect Percentage (%)	13%	13.00%
17	Indirect Cost (Line 16 X Line 15)	\$3,754	\$3,754
18	Capital/Subcontractor Expenditures	\$0	\$0
19	Total Expenditures	\$32,625	\$32,625
20	HSA Revenues		
21			
22	General Fund	\$3,263	\$3,263
23	Federal Fund	\$29,362	\$29,362
24			
25			
26			
27			
28			
29	TOTAL HSA REVENUES	\$32,625	\$32,625
30	Other Revenues		
31			
32			
33			
34			
35			
36	Total Revenues	\$32,625	\$32,625
37	Full Time Equivalent (FTE)		
39	Prepared by: Leny Nair	Telephone No.:	Date: 05/16/2018
40	HSA-CO Review Signature: _____		
41	HSA #1		5/21/2018

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5	(Same as Line 9 on HSA #1)						
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7	Salaries & Benefits Detail						
8							
9							
10							
11							
12		Agency Totals		HSA Program		DAAS	TOTAL
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary
13	Project Coordinator	\$53,560	1.00	100%	0.06	\$3,214	\$3,214
14	Elder Care Worker	\$40,000	1.00	100%	0.30	\$12,000	\$12,000
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23							
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26							
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28							
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30	TOTALS	\$165,840	3.05	350%	0.53	\$21,157	\$21,157
31							
32	FRINGE BENEFIT RATE	30%					
33	EMPLOYEE FRINGE BENEFITS	\$49,752				\$6,347	\$6,347
34							
35							
36	TOTAL SALARIES & BENEFITS	\$215,592				\$27,504	\$27,504
37	HSA #2						5/21/2018

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4	Program: Emergency Short Term Home Care for Seniors - Personal Care						
5	(Same as Line 9 on HSA #1)						
6							
7	Operating Expense Detail						
8							
9							
10							
11							
12	<u>Expenditure Category</u>			TERM	<u>7/1/18-6/30/19</u>		TOTAL <u>7/1/18-6/30/19</u>
13	Rental of Property				\$631		\$631
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$35		\$35
15	Office Supplies, Postage				\$59		\$59
16	Building Maintenance Supplies and Repair				\$75		\$75
17	Printing and Reproduction						\$0
18	Insurance				\$125		\$125
19	Staff Training				\$100		\$100
20	Staff Travel-(Local & Out of Town)				\$342		\$342
21	Rental of Equipment						
22							
23	CONSULTANTS						
24							
25							
26							
27	OTHER						
28							
29							
30							
31	TOTAL OPERATING EXPENSE				\$1,367		\$1,367
32							
33	HSA #3						5/21/2018