

with member requests, use of trained and vetted volunteers for provision of services, and educational activities designed to promote awareness of aging and aging-in-place resources. Membership fees not only encourage the high engagement of members but also ensure that Villages are reactive to members input. There are currently two Villages in San Francisco.

Services to be Provided

NEXT Village focuses its services on Supervisorial District 3, the Northeastern section of the City. District 3 has the densest population of older adults in San Francisco. The modification will support the infrastructure needs to fulfill services to NEXT membership. The cornerstone of Village services are the coordination of a cadre of volunteers who provide direct service to Village members at their request. Volunteer services to members may include transportation to doctor appointments, help with tasks around a member's home, being a buddy on a walk, or grocery shopping. Other Village services include socialization, wellness and educational activities and opportunities.

In addition to the above services, this budget modification will support Next Village to outreach and inform members of the new Community Connector program in District 3. These outreach activities will include a direct mail and phone campaign. Introductory and educational activities will be performed in tandem with the YMCA Chinatown Community Connector program. This approach has the opportunity to strengthen and broaden the fabric of both programs within the District 3 community.

Selection

Grantee was selected through Request for Proposal #786, which was competitively bid in February 2018.

Performance

Program Monitoring: FY17-18 program monitoring took place in November of 2017. The grantee was deemed compliant to contract terms. FY 18-19 program monitoring will occur in April of this year.

Fiscal Monitoring: A Citywide Fiscal and Compliance Monitoring self-assessment was conducted on April 2, 2018. There were no significant findings identified in the monitoring. The grantee is in compliance with performance and monitoring requirements.

Funding

Funding for this modification is provided by County General Funds. More specifically, 50% of the funding comes from a one-time-only Board of Supervisors addback for District 2. The other 50% of the funding comes from a Dignity Fund one-time-only addback.

ATTACHMENTS

Appendix A-2 – Services to be Provided

Appendix B-2 – Budget Summary

APPENDIX A-2 – SERVICES TO BE PROVIDED

NEXT Village San Francisco Village Model

July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to fund the Community Services program model known as the Village Model. The Village model is a membership driven organization through which paid staff, volunteers, and the members themselves coordinate a wide array of services for the purpose of supporting independence and aging in place.

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
DAAS	Department of Aging and Adult Services
Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: Activities of Daily Living (ADL), and Instrumental Activities of Daily Living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment
Frail	An individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks,

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 older individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.

Grantee	NEXT Village, San Francisco
HSA	Human Services Agency of the City and County of San Francisco
OOA	Office on the Aging
Senior	Person who is 60 years or older.
SOGI	Sexual Orientation and Gender Identity. Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9.)
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.
Unit of Service	One hour of service
Village Model	The Village Model is a membership-based organization through which paid staff, volunteers, and the members themselves coordinate a wide array of services for the purpose of supporting independence and aging in place.

III. Target Population / Eligibility for Village Membership

- 1) A resident of San Francisco *and*
- 2) Aged 60 and above *or* adult aged 18-59 with a disability
- 3) Willing to pay annual membership fee in order to participate

IV. Location and Time of Services

NEXT Village San Francisco serves older adults and adults with disabilities in the City's District 3 area. NEXT Village has no fixed location. Program activities will take place throughout the District 3 service area. Locations will include churches, parks, member homes, and other private and public spaces. NEXT Village staff work from home or in neighborhood locations.

V. Description of Services

The Village model is a membership driven organization with the goal of allowing community members to reside in their own homes while being able to access services that address their changing lifestyles as they age.

Each Village model will contain the following five (5) core elements:

- 1) Financial Sustainability. A Village model program will be required to develop an organizational plan to demonstrate current as well as future financial sustainability. This may include City/DAAS funding, but should also include membership fees, fundraising, and other funding opportunities. During the annual monitoring process, DAAS Program Analyst will review financial sustainability plan to determine compliance with plan as well as barriers or other challenges faced by Village program.
- 2) Membership Fee. All Village programs will have a minimum membership fee of \$120 per year. In addition to supporting program self-sufficiency, an annual membership fee encourages engagement of the membership as well as close attention to service offerings and member satisfaction by Village leadership.

All Membership fees will be paid by member, member spouse, children or household member. Acceptance of membership fees from sources other than these requires pre-approval from Office on the Aging Analyst. Review of membership payment and sources will be part of the annual program monitoring process.

- 3) Volunteer Recruitment and Development. The Village model relies heavily on the volunteers that take the time to become trained and assigned to work with specific Village members. Each Village program will develop volunteer recruitment, training, and retention practices to maximize volunteer support of their Village.
- 4) Membership Services. The Village model will have a central contact point for coordination of membership services. Membership services will accept requests for services and then coordinate completion of those requests through paid staff, volunteers, or other members. Membership services will provide a "concierge-like service" which will include providing referrals to a vetted list of third party services such as gardeners, handypersons, legal services, and other services which may be central to the goals of the Village model.

- 5) Educational activities. There is often a lack of knowledge within the aging and disability community regarding services available to provide support, encourage independence, and promote aging-in-place. Grantee will develop educational activities among their membership to help increase awareness around aging and aging-in-place services, including DAAS/OOA resources.

VI. Contractor Responsibilities / Units of Service and Definitions

On an annual basis, the Grantee will provide the following services as part of the Village model:

- 1) Unduplicated Consumers. Grantee will provide service to unduplicated consumers which consist of the membership base.

UNIT: One unduplicated consumer who is also a member of the Village program.

- 2) Membership growth. As a membership based program it is incumbent to increase and diversify the membership base. Increase outreach and expand respective Village model membership through specific outreach to the target population; making presentations at public forums, neighborhood associations, and other interested parties about the Village model.

UNIT: One new individual member.

- 3) Volunteer Recruitment and Development. The Village model relies on the volunteers recruited, trained, and assigned to work with specific Village members. Conduct outreach to draw volunteers that will commit to a minimum service requirement.

UNIT: One volunteer

- 4) Service hours. One of the unique features of the Village model is the utilization of volunteers and the members themselves to provide services to the membership. Volunteer hours shall include: volunteer and member time spent providing Village services to members.

UNIT: One hour of service to Village members.

- 5) Educational activities. There is often a lack of knowledge within the aging and disability community regarding services available to provide support, encourage independence, and promote aging-in-place. Grantee will develop educational activities among their membership to help increase awareness around aging and aging-in-place services, including DAAS/OOA resources.

UNIT: One hour of educational activity.

- 6) Annual Satisfaction Survey: 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 consumer service objective as specified in the Service Objectives section below.
- 7) FY 2018-19 Develop and deploy direct mail and educational presentations targeting NEXT members with information on the new District 3 Community Connector program. This combined strategy will reach at least 75% of NEXT members. Office on the Aging Program Analyst will review and pre-approve materials to ascertain they clearly convey opportunities through the Community Connector program.

VII. Service Objectives

Fiscal Year 2018-19 Grantee will:

- Provide Village model services for **100** unduplicated consumers.
- Expand Village membership by adding **20** new individual members.
- Provide Volunteer Recruitment and Development services to **125** volunteers.
- Provide **900** service hours to Village members.
- Provide **70** hours of Educational Activities.

Fiscal Year 2019-20

- Provide Village model services for **100** unduplicated consumers.
- Expand Village membership by adding **20** new individual members.
- Provide Volunteer Recruitment and Development services to **125** volunteers.
- Provide **900** service hours to Village members.
- Provide **50** hours of Educational Activities.

VIII. Outcome Objectives

- At least 75% of survey respondents report via an annual Consumer Satisfaction Survey that their Village membership has helped maintain or increase their independence and ability to live at home.

- At least 75% of survey respondents report via an annual Consumer Satisfaction Survey that through their Village membership they learned about a new aging or aging-in-place related service they were not previously aware of.
- At least 75% of survey respondents report via an annual Consumer Satisfaction Survey that through their Village membership they experience increased opportunities for socialization and interacting with others.
- Demonstrate at least a 5% increase in diversity among the membership over the term of the grant. This increase will be measured from membership demographics reported at the end of FY17/18.
- At least a 75% retention rate among current members on an annual basis. This measure will track all memberships which come up for renewal during each fiscal year and whether that membership was renewed or not.

IX. Reporting Requirements

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

- A. The grantee will enter consumers' date into the CA GetCare - Community Services module.
- B. 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.
- C. 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.
- 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 submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month and shall be entered on line to this website link:
<https://sfhsa.hfa3.org/signin>
- F. 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.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.

- H. 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.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Linda Murley
 Program Analyst
 DAAS, Office on the Aging
 P.O. Box 7988
 San Francisco, CA 94120
 (415) 355-6784

Rocio Duenas
 Senior Contract Manager
 Human Services Agency
 P.O. Box 7988
 San Francisco, CA 94120
 (415) 557-5626

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; financial sustainability plan; 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; 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.

	A	B	C	D	E	G
1						Appendix B-2, Page 1
2						Date: 4/17/18
3	HUMAN SERVICES AGENCY BUDGET SUMMARY					
4	BY PROGRAM					
5	Name:					Term:
6	NEXT Village San Francisco					7/1/18-6/30/20
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>					
8	If modification, Effective Date of Mod. 1/1/19 No. of Mod. 1					
9	Program: Village Model					
10	Budget Reference Page No.(s)		Modification	Revised	Total	
11	Program Term		7/1/18-6/30/19	7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
12	Expenditures					
13	Salaries & Benefits	\$80,067	\$30,797	\$110,864	\$80,067	\$190,931
14	Operating Expense	\$17,717	\$13,178	\$30,895	\$17,717	\$48,612
15	Subtotal	\$97,784	\$43,975	\$141,759	\$97,784	\$239,543
16	Indirect Percentage (%)	10%	14%	11%	10%	10%
17	Indirect Cost (Line 16 X Line 15)	\$9,778	\$6,025	\$15,803	\$9,778	\$25,581
18	Capital Expenditure	\$0	\$0	\$0	\$0	\$0
19	Total Expenditures	\$107,562	\$50,000	\$157,562	\$107,562	\$265,124
20	HSA Revenues					
21	General Fund	\$107,562	\$50,000	\$157,562	\$107,562	\$265,124
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29	TOTAL HSA REVENUES	\$107,562	\$50,000	\$157,562	\$107,562	\$265,124
30	Other Revenues					
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36	Total Revenues	\$107,562	\$50,000	\$157,562	\$107,562	\$265,124
37	Full Time Equivalent (FTE)					
39	Prepared by: Gail Switzer			Telephone No.:	Date: 1/17/19	
40	HSA-CO Review Signature: _____					
41	HSA #1					10/25/2016

Program Name: Village Model

Salaries & Benefits Detail

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