

## City and County of San Francisco



London Breed, Mayor

## Human Services Agency

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

Trent Rhorer, Executive Director

## MEMORANDUM

**TO:** DISABILITY AND AGING SERVICES COMMISSION  
**THROUGH:** SHIREEN McSPADDEN, EXECUTIVE DIRECTOR  
**FROM:** CINDY KAUFFMAN, DEPUTY DIRECTOR  
 ESPERANZA ZAPIEN, ACTING DIRECTOR OF CONTRACTS  
**DATE:** SEPTEMBER 2, 2020  
**SUBJECT:** NEW GRANT: **SWORDS TO PLOWSHARES (NON-PROFIT)** TO  
 PROVIDE SUPPORTIVE SERVICES AND SERVICE CONNECTION FOR  
 VETERANS

GRANT TERM: 9/1/20-6/30/22

GRANT AMOUNT:	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$657,818	\$65,781	\$723,599

ANNUAL AMOUNT:	<u>FY20/21</u>	<u>FY21/22</u>
	\$316,232	\$341,586

Funding Source	<u>County</u>	<u>State/ Federal</u>	<u>Contingency</u>	<u>Total</u>
MODIFICATION	\$657,818		\$65,781	\$723,599

FUNDING:				
PERCENTAGE:	100%	0%	0%	100%

 DS  
 EE

The Department of Disability and Aging Services (DAS) requests authorization to enter into a grant agreement with Swords to Plowshares for the period of September 1, 2020 through June 30, 2022, in an amount of \$657,818, plus a 10% contingency for a total amount not to exceed of \$723,599. The purpose of the grant is to provide supportive services and connection for older adults and adults with disabilities who are veterans.

## **Background**

The Supportive Services and Service Connection for Veterans was a new program funded by DAS in January 2018. The programming and services provided through the grant help address service gaps identified in the FY 17/18 Dignity Fund Community Needs Assessment (DFCNA) and in particular, for military veterans who are older adults and adults with disabilities. The DFCNA highlighted that many older adults and adults with disabilities who are military veterans face unique challenges and barriers in accessing supportive services. The DFCNA also identified the need for programming that promotes socialization, provides support, and at the same time is delivered by a trained and knowledgeable staff in providing supportive services for this specific veteran population.

Swords to Plowshares competitively bid to provide the Supportive Services and Service Connection Program for Veterans in August of 2017. Since January of 2018, they have delivered a successful program, consistently meeting or exceeding service and outcome objectives. The need and demand for a program that specializes in serving military veterans who are older adults and adults with disabilities in the City is ongoing. Swords to Plowshare has also been effective in providing modified programming since the City declared a health emergency on March 6, 2020 due to the Coronavirus pandemic and subsequently enacted Coronavirus (COVID-19) Health Orders to protect public health.

## **Services to be Provided**

Swords to Plowshares will provide community engagement activities and service connection for military veterans who are older adults and adults with disabilities living at six permanent housing veteran housing sites located in the City. They will continue to adhere to the City's COVID-19 Health Orders and provide modified programming to help ensure the health and safety of clients and staff. Their modified programming will be flexible to accommodate changes in the City's COVID-19 Health Orders.

Community engagement activities will emphasize building and supporting community with veterans living at the housing sites. Service connection will focus on providing information about the availability of supportive services in the community and facilitating connections to those services when appropriate. Lastly, because of the heightened difficulty veterans can face when trying to connect with their peers, communities, and services, Swords to Plowshare will make a concerted effort to engage older adults and adults with disabilities living at the housing sites through outreach.

For more specific information regarding the services Swords to Plowshare will provide, please refer to the attached Appendix A.

## **Performance**

*Program Monitoring:* A programmatic monitoring visit was conducted on January 21, 2020. There were no findings identified in the monitoring.

*Fiscal Monitoring:* A Citywide Fiscal and Compliance Monitoring site visit was conducted on March 4, 2019. There were no findings identified in the monitoring. A fiscal monitoring for FY 19-20 was scheduled for Self-Assessment through the Citywide monitoring program, but has

been delayed due to COVID. The grantee is currently considered to be in compliant with performance and monitoring requirements.

**Selection**

Grantee was selected through Request for Proposal # 769, which was competitively bid in August 2017.

**Funding**

This grant will be funded entirely through local funding, specifically the Dignity Fund.

**ATTACHMENTS**

Appendix A - Services to be Provided

Appendix B - Budget

Appendix F - Site Chart

## Appendix A – Services to be Provided

### Swords to Plowshares

#### Supportive Services and Service Connection for Veterans

**September 1, 2020 – June 30, 2022**

#### I. Purpose of Grant

The purpose of this grant is to provide older adults and adults with disabilities who are military veterans living in supportive veteran housing with community engagement programming and connections to supportive service in the community. Programming and services will promote socialization and wellness, and serve as an access point to learn about and connect to other home and community-based services.

#### II. Definitions

Adult with a Disability	A person 18-59 years of age 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.
Community Engagement	Includes but is not limited to: 1) educational presentations, workshops, trainings, cultural events, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings the target population of veterans together for education or wellness purposes to maintain or enhance their health, well-being, and/or level of functioning; 2) building and supporting a sense of community with and among the veterans living at the housing sites.
DAS Disability	Department of Disability and Aging Services. Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result 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, and 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 individuals or others.
Grantee	Swords to Plowshares
LGBTQ+	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 as defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. Consumers self-report income status. Income status is not a means test for program eligibility.
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.
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human Services Agency
Older Adult	A person who is 60 years of age or older; used interchangeably with “senior”
Outreach	Formal and informal approaches used to engage the target population. Formal approaches can include, but are not limited to, one to one contact and/or working with a community collaborative group. Informal approaches can include, but are not limited to, designated staff being present and available in community spaces (i.e. community living room, game room, mailroom etc.)
Senior	A person who is 60 years of age or older; used interchangeably with the “older adult”
Service Connection	Includes, but is not limited to 1) providing information about services and benefits that support and enhance an individual’s ability to remain in their home and community; 2) assisting an individual in applying for supportive services in the community; 3) providing follow up on any service connections made to ensure an individual’s needs are met.
SF-HSA	Human Services Agency of the City and County of San Francisco.
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> ).
Unduplicated Consumer (UDC)	A consumer enrolled in the Supportive Services and Service Connection for Veterans Program.

Veteran	A person who served in any branch of the (US) military
Supportive Veteran Housing	Housing sites for veterans and veterans with families, from all generations of military service, that provide supportive services and programming

### III. Target Population

This grant will serve older adults and adults with disabilities who are military veterans living in supportive veteran housing located in the City and County of San Francisco, regardless of their discharge status. Additional target priorities may include:

- Low Income
- Limited or No English-Speaking Proficiency
- Minority
- LGBTQ+

### IV. Eligibility for Program Enrollment

1. A military veteran who is an older adult or an adult with a disability, and
2. A person who lives in supportive veteran housing located in the City and County of San Francisco.

### V. Description of Services

1. Grantee will implement programming for older adults and adults with disabilities living at supportive veteran housing sites. Grantee will provide community engagement activities and service connection programming at each of the veteran housing sites identified in Appendix F, the site chart. Grantee will conduct outreach to the target population and assist veteran participants in connecting with services and resources in the community.
  - a. Community engagement activities will include but are not limited to:
    - Activities and events that seek to build and support a sense of community with and among the veterans living at the supportive veteran housing sites.
    - Educational presentations, workshops, trainings, cultural events, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings the target population of veterans together to help maintain or enhance their health, well-being, and/or level of functioning.
  - b. Service connection will include but is not limited to:
    - Introducing and connecting veteran participants to services and resources that support independent living in the community. Providing follow up, if

appropriate, to ensure veteran participants are successful at navigating services in the community and that they receive the services they need.

- Offering one-to-one assistance to support a veteran participant in accessing services in the community such as completing an application, assisting in service navigation, providing support by phone or in person to help a veteran participant resolve a problem, etc.
2. Grantee will conduct both formal and informal outreach to the target populations of veterans. Formal approaches can include, but are not limited to, one to one contact, working with a community collaborative group, etc. Informal approaches can include, but are not limited to, designated staff being present and available in community spaces (i.e. community living room, game room, mailroom etc.).

**VI. Location and Time of Services**

The location of the supportive veteran housing sites and operation hours are in the Appendix F.

**VII. Service Objectives**

On an annual basis, the grantee will meet the following service objectives for Supportive Services and Service Connection for Veterans in Table A below:

Service Objective Summary Table	FY 2020-2021	FY 2021-2022	Total 2-years
Number of Unduplicated Consumers	350	350	700
Number of Service Connection hours	1980	2760	4740
Number of Community Engagement hours	1327	1704	3031
Number of Outreach hours	767	920	1687

One (1) Unit = One (1) hour of service provision

**VIII. Outcome Objectives**

On an annual basis, the grantee will meet the following outcome objectives:

1. Consumers feel a greater sense of connection to their residential community\*. Target: 85%.
2. Consumers develop new knowledge of programs and/or services that support them to live independently\*. Target: 85%.
3. Consumers rate the quality of services they received as excellent or good. Target: 85%

4. Consumers maintain their current veteran housing or move into other permanent or appropriate housing. Target: 90%.

\*Based on an annual satisfaction survey created by the grantee with input from DAS and with sample size of at least 60% of the unduplicated consumers enrolled in the Supportive Services and Service Connection Program for Veterans.

## **IX. Reporting and Other Requirements**

1. Grantee shall have policy and procedures that align with city, state, and local regulatory agencies, including the DAS-OCP policy memoranda manual.
2. Grantee will enroll eligible consumers in the Supportive Services and Service Connection for Veterans program. Their enrollment will be reflected in the CA.GetCare database in accordance to DAS policy by entering the consumer data obtained from veteran participants using the DAS provided or DAS approved intake form.
3. 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.
4. Grantee will ensure that units of service provided through this grant agreement are tracked and distinguishable, including the number of service connection, community engagement, and outreach hours.
5. Grantee will enter monthly reports and metrics into the CARBON database system by the 15th of the following month that includes the following information:
  - Number of unduplicated consumers served during the month.
  - Number of units of service provided during the month.
6. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Sections V through VIII. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
7. Grantee shall issue a fiscal closeout report at the end of the fiscal year. The grantee will submit the report to SF-HSA through CARBON system no later than July 31 each grant year. SF-HSA may request and require additional reports at other times during the fiscal year.
8. Grantee will provide an annual satisfaction survey report to DAS by March 15 each grant year or a mutually agreed upon date between DAS and the grantee.



9. Grantee shall develop and deliver an annual summary report of SOGI data collected in each grant year as requested by SF-HSA. The due date for submitting the annual summary report is no later than July 10 each grant year.
10. Grantee program staff will complete security awareness training on an annual basis; grantee will maintain evidence of staff completion of this training.
11. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules. For specific compliance requirements, please refer to Appendices within the Grant Agreement.
12. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA and/or DAS.

For assistance with reporting requirements or submission of reports, contact:

Steve Kim, Contract Manager  
Office of Contract Management, HSA  
[Steve.Kim@sfgov.org](mailto:Steve.Kim@sfgov.org)  
Or  
Tiffany Kearney, Program Analyst  
Department of Disability and Aging Services  
[Tiffany.Kearney@sfgov.org](mailto:Tiffany.Kearney@sfgov.org)

## **X. Monitoring Activities**

Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; consumer eligibility and any targeted mandates, back up documentation for the units of service and all reporting including the log of service units which is based on the service provision hours; sign-in sheets of consumers who participated in services, and progress of service and outcome objectives; how consumer 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 Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all DAS 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 III through IV.

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.

	A	B	C	D	E
1	Appendix B, Page 1				
2					
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>				
4	<b>BY PROGRAM</b>				
5	Name			Term	
6	Swords to Plowshares			9/1/20-6/30/22	
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>				
8	If modification, Effective Date of Mod. No. of Mod.				
9	Program: <b>Supportive Services and Service Connection for Veterans</b>				
10	Budget Reference Page No.(s)				9/1/20-6/30/22
11	Program Term	9/1/20-6/30/21	7/1/21-6/30/22	Total	
12	<b>Expenditures</b>				
13	Salaries & Benefits	\$246,665	\$269,713	\$516,378	
14	Operating Expense	\$40,820	\$40,820	\$81,640	
15	<b>Subtotal</b>	<b>\$287,485</b>	<b>\$310,533</b>	<b>\$598,018</b>	
16	Indirect Percentage (%)	10%	10%	10%	
17	Indirect Cost (Line 16 X Line 15)	\$28,747	\$31,053	\$59,800	
18	Capital Expenditure			\$0	
19	<b>Total Expenditures</b>	<b>\$316,232</b>	<b>\$341,586</b>	<b>\$657,818</b>	
20	<b>HSA Revenues</b>				
21	General Fund	\$283,232	\$341,586	\$624,818	
22	OTO	\$33,000		\$33,000	
23					
24					
25					
26					
27					
28					
29	<b>TOTAL HSA REVENUES</b>	<b>\$316,232</b>	<b>\$341,586</b>	<b>\$657,818</b>	
30	<b>Other Revenues</b>				
31					
32					
33					
34					
35					
36	<b>Total Revenues</b>	<b>\$316,232</b>	<b>\$341,586</b>	<b>\$657,818</b>	
37	Full Time Equivalent (FTE)				
39	Prepared by: Joe Fong	Telephone No.: 415 252-4787 x 355			
40	HSA-CO Review Signature:	_____			
41	HSA #1	9/4/2020			





FY: 20-22

**SITE CHART - Appendix F**

Date: 09/01/2020

AGENCY: Swords to Plowshares

CONTRACT MAILING ADDRESS: 401 Van Ness Avenue, Suite 313, San Francisco, CA 94102 Agency's web site: <https://www.swords-to-plowshares.org>

Executive Director: Michael Blecker PHONE NO.: (415) 252-4788

Associate Director: Tramecia Garner PHONE NO.: (415) 967-6977

Program: Supportive Services and Service Connection for Veterans	Annual # of UDC	Annual # of UDC	Annual # of UDC	Annual # of UDC	Annual # of UDC	Annual # of UDC
<b>Total Annual # of UDC = 350</b>	115	85	65	17	23	45
<b>SITES: Name of Site</b>	Stanford Hotel	Veterans Academy	Veterans Commons	Fairfax Hotel	Maceo May Inerim Apartments (Treasure Island)	Edwin M. Lee Apartments
Address and Zip	250 Kearney St. San Francisco, CA 94108	1030 Girard Rd. San Francisco, CA 94129	150 Onis Street San Francisco, CA 94102	420 Eddy St. San Francisco, CA 94109	1433 F Halbur Ct. San Francisco, CA 94130	1150 3rd St. San Francisco, CA 94158
Phone Number	415-391-2901	415-561-2445	415-967-6480	415-441-3045	415-834-0341	TBD
Fax Number	415-274-2008	415-561-2444	415-967-6490	415-875-9716	415-834-0671	TBD
Neighborhood	Financial District	Presidio	Mission	Tenderloin	Treasure Island	Mission Bay
Supervisory District No.	3	2	9	6	6	6
Site Manager	Mink Lincoln	Mink Lincoln	Mink Lincoln	Mink Lincoln	Mink Lincoln	Mink Lincoln
Site Coordinator	Julie Frazier	TBD	Natalie Woods	Joseph Goodale	Kayode Gbadebo	Kathleen Kenna
Programs Offered at Site	Supportive Services and Service Connection for Veterans Congregate Meals by POH	Supportive Services and Service Connection for Veterans Congregate Meals by POH	Supportive Services and Service Connection for Veterans Congregate Meals by CLSF	Supportive Services and Service Connection for Veterans	Supportive Services and Service Connection for Veterans	Supportive Services and Service Connection for Veterans
Days Open	X Mon X Tues X Wed X Thurs X Fri Sat Sun	X Mon X Tues X Wed X Thurs X Fri Sat Sun	X Mon X Tues X Wed X Thurs X Fri Sat Sun	X Mon X Tues X Wed X Thurs X Fri Sat Sun	X Mon X Tues X Wed X Thurs X Fri Sat Sun	X Mon X Tues X Wed X Thurs X Fri Sat Sun
Hours Open	N/A=Veteran Housing Site 8:00a.m-4:00p.m	N/A=Veteran Housing Site 8:00a.m-4:00p.m	N/A=Veteran Housing Site 8:00a.m-4:00p.m	N/A=Veteran Housing Site 8:00a.m-4:00p.m	N/A=Veteran Housing Site 8:00a.m-4:00p.m	N/A=Veteran Housing Site 8:00a.m-4:00p.m
Total number of Service Days	301	249	301	249	249	249
DAAS Funded Meal Service (Yes/No)	Yes	Yes	Yes	No	No	TBD: Pending application
Number of Service Days Closed	12	12	12	12	12	12
Days Closed (list holidays closed)	New Years Eve, New Years Day, President's Day, MLK Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Veterans Day, and Christmas Eve, Christmas Day	New Years Eve, New Years Day, President's Day, MLK Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Veterans Day, and Christmas Eve, Christmas Day	New Years Eve, New Years Day, President's Day, MLK Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Veterans Day, and Christmas Eve, Christmas Day	New Years Eve, New Years Day, President's Day, MLK Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Veterans Day, and Christmas Eve, Christmas Day	New Years Eve, New Years Day, President's Day, MLK Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Veterans Day, and Christmas Eve, Christmas Day	New Years Eve, New Years Day, President's Day, MLK Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Veterans Day, and Christmas Eve, Christmas Day
ADA Accessible	X Yes No	X Yes No	X Yes No	Yes X No	X Yes No	X Yes No