



London Breed, Mayor

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

Trent Rhorer, Executive Director

MEMORANDUM

TO: DISABILITY & AGING SERVICES COMMISSION

THROUGH: SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

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

DATE: MARCH 4, 2020

SUBJECT: **GRANT MODIFICATION: CATHOLIC CHARITIES (NON-PROFIT) TO PROVIDE NEIGHBORHOOD CHOIRS FOR OLDER ADULTS AND ADULTS WITH DISABILITIES**

NEW GRANT: COMMUNITY MUSIC CENTER (NON-PROFIT) TO PROVIDE NEIGHBORHOOD CHOIRS FOR OLDER ADULTS AND ADULTS WITH DISABILITIES

GRANT TERM: 7/1/2019 – 6/30/2023

GRANT AMOUNT: See table below

ANNUAL AMOUNT See table below

<u>Funding Source</u>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$2,015,112			\$201,511	\$2,216,623
PERCENTAGE:	100%			100%	100%

The Department of Disability and Aging Services (DAS) requests authorization to modify a grant agreement with Catholic Charities for the period July 1, 2019 to February 29, 2020, for an additional amount of \$160,000 plus a 10% contingency for a total amount not to exceed \$1,336,623. The purpose of the grant is to provide neighborhood choir to older adults and adults with disabilities.

The Department of Disability and Aging Services (DAS) requests authorization to enter into a new grant agreement with Community Music Center for the period March 1, 2020 to June 30, 2023, in an amount of \$800,000 plus a 10% contingency for a total amount not to exceed

\$880,000. The purpose of the grant is to provide neighborhood choir to older adults and adults with disabilities.

	Catholic Charities	Community Music Center	Total
Current grant amount	Community Services FY 18-20 \$1,055,112	New grant N/A	\$1,055,112
Choir program			
FY 19/20	(7/1/2019 – 2/29/2020) \$160,000	(3/1/2020 – 6/30/2020) \$80,000	\$240,000
FY 20/21		(7/1/2020 – 6/30/2021) \$240,000	\$240,000
FY 21/22		(7/1/2021 – 6/30/2022) \$240,000	\$240,000
FY 22/23		(7/1/2022 – 6/30/2023) \$240,000	\$240,000
Grant total	\$1,215,112	\$800,000	\$2,015,112
Contingency	\$121,511	\$80,000	\$201,511
Not-to-Exceed amount	\$1,336,623	\$880,000	\$2,216,623

BACKGROUND

Older adults and persons with disabilities experience a heightened risk for social isolation and loneliness. There are multiple causes of this, including reduced income levels, accessibility issues, and loss of social connections. Programs and services focusing on community connection and engagement are important links that provide meaningful connections between people and their communities.

Neighborhood focused or neighborhood based programs have demonstrated success at engaging older adults and adults with disabilities in their own neighborhoods and at overcoming barriers to service engagement – barriers including lack of dedicated space for programs or flexibility to meet language and cultural preferences of potential program participants.

A specific program type seen as meeting these needs is a network of neighborhood choirs that will use a flexible model to best meet community interests and in turn engage older adults and people with disabilities. The recently completed University of California at San Francisco “Community of Voices” research study supports this conclusion. The study determined that singing in a choir reduced feelings of loneliness and increased interest in life. Researchers determined that singing in a choir provided meaningful regular opportunities to meet new people, build social support, and increased sense of belonging for participants.

The sequence of grant modification and new grant award as described in this memorandum represents a transition from indirect to direct funding of choir programs by DAS. The contract actions presented today have been taken in this order as a means to minimize disruption to existing choir programs, which were previously funded through fiscal sponsorship and subcontractor relationships between multiple community based organizations, including Catholic Charities, and Community Music Center’s Older Adult Choir program.

Beginning in FY19/20, DAS budgeted ongoing Dignity Fund dollars to provide baseline financial support for a full network of neighborhood choirs. Request for Proposals #855 was

issued in 2019 with an intent for DAS to contract directly with an appropriate community based organization to provide continued support and development of neighborhood based choir programs. Moving to this direct model of funding eases the burden of fiscal administration and provides DAS better access to working with a direct grantee on program design and evaluation. Community Music Center was selected as grantee through RFP #855.

The grant modification 7/1/19-2/29/20 with Catholic Charities provides for fiscal administration of the services provided during the current fiscal year; this funding will support neighborhood based choir programs in operation since the start of the fiscal year. The new grant with Community Music Center will support DAS direct funded neighborhood choir services for the period of 3/1/20 – 6/30/23.

SERVICES TO BE PROVIDED

Grantee will support and coordinate a network of neighborhood based choir programs. At the individual choir level, Grantee will develop and institute a set curriculum for its choir program, including scheduling of regular practices, coaching for participants, and organization of public performances. Grantee will outreach to neighborhood residents and engage them in choir offerings.

Grantee will ensure that choir program curriculum will create opportunities for participants to interact with one another, build social networks, and learn about other program offerings co-located at the community center hosting a particular choir program.

The following neighborhood choir locations are currently supported during the current fiscal year, with the contracted expectation of additional choirs joining this group in future contract years:

<u>Neighborhood</u>	<u>Center</u>
Richmond District	<ul style="list-style-type: none"> Richmond Senior Center / Richmond Neighborhood Center (one choir, two sites)
South of Market	<ul style="list-style-type: none"> Bayanihan Equity Center
Oceanside, Merced, Ingleside Heights	<ul style="list-style-type: none"> OMI Senior Center IT Bookman Community Center
Bernal Heights	<ul style="list-style-type: none"> Bernal Heights Neighborhood Center
Mission District	<ul style="list-style-type: none"> Mission Neighborhood Center
Mission District / Glen Park / Noe Valley	<ul style="list-style-type: none"> 30th Street Senior Center
Mission District	<ul style="list-style-type: none"> Centro Latino de San Francisco
Castro / Eureka Valley	<ul style="list-style-type: none"> Castro Senior Center

North Beach / Marina	<ul style="list-style-type: none"> • Aquatic Park Senior Center
Visitacion Valley	<ul style="list-style-type: none"> • Visitacion Valley Family Center
Tenderloin	<ul style="list-style-type: none"> • St. Anthony's Dining Room
Western Addition	<ul style="list-style-type: none"> • Western Addition Senior Center

SELECTION

Catholic Charities was selected through Request for Proposals 785, which was issued in February 2018.

Community Music Center was selected through Request for Proposals 855, which was issued in November 2019.

FUNDING

Funding is provided by the City and County General Fund.

ATTACHMENTS

Catholic Charities

Appendix A – Scope of Services

Appendix B – Budget

Appendix B-Subcontractor Budget Community Music Center

Community Music Center

Appendix A – Scope of Services

Appendix B – Budget

APPENDIX A – SERVICES TO BE PROVIDED

CATHOLIC CHARITIES

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

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.
DAS	Department of Disability and Aging 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 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 others.
Grantee	Catholic Charities of San Francisco

HSA	Human Services Agency of the City and County of San Francisco
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. 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	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OCP	Office of Community Partnerships, formerly known as 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 Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) 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 Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*

- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, translation may also include the use of American Sign Language, braille, or teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced outreach efforts must receive prior review and approval from Office of Community Partnerships staff before commencing. Units of service are measured by the number of hours spent working on Enhanced outreach.

Enhanced outreach is being provided as part of this grant, details of Grantee's enhanced outreach are as follows:

Grantee will operate "Catholic Charities Van Services" to provide transportation services to/from their service site and community programming to those individuals who are not able to use public

transportation, or if transportation is not readily available due to the geographic limitations of the community.

VII. Contractor Responsibilities

Services should be provided according to Office on the Aging Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual consumer satisfaction survey, pre-approved by Office of Community Partnerships staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

Grantee will subcontract with Community Music Center for the period of 7/1/2019 – 2/29/2020 for the purposes of supporting a network of neighborhood choir programs located throughout the City of San Francisco. During this period, Grantee will assist subcontractor with preparation and submission of required fiscal documentation and billing. DAS/OCF staff will provide subcontractor with access to CA-GetCare database system for the purposes of grant performance reporting for choir program services and ensure compliance with reporting requirements.

VIII. Service Objectives

On an annual basis:

- Grantee will serve **450** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **2000** units of service of activity scheduling at a center or venues approved by the Office of Community Partnerships.
- Grantee will provide **700** units of service of translation services.
- Grantee will provide **650** units of service of social services.
- Grantee will provide **850** units of service of enhanced outreach to extend the reach of Community Services to isolated older adults and adults with disabilities.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.

- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received social services or translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

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

- A. The Grantee will enter consumers' data 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 DAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office of Community Partnerships staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- 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/DAS/OCP.
- 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 OCP's approval, an updated Site Chart (using OCP's format) with details about the program.
- J. 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.
- K. 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:

Michael Zaugg
Program Director
P.O. Box 7988
San Francisco, CA 94120
michael.zaugg@sfgov.org

or

Esperanza Zapien
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120
esperanza.zapien@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 OCP 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, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- 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.

	A	E	L	M	N	O
1						Appendix B, Page 1
2						Document Date: 2/19/2020
3	HUMAN SERVICES AGENCY BUDGET SUMMARY					
4	BY PROGRAM					
5	Name					Term
6	Catholic Charities - Community Services					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.		No. of Mod.			
9	Program: OMI Senior Center					
10	Budget Reference Page No.(s)					
11	Program Term	7/1/18-6/30/19	7/1/19-6/30/20	7/1/19-2/29/20	7/1/19-6/30/20	7/1/18-6/30/20
12	Expenditures					
13	Salaries & Benefits	\$298,830	\$308,385	\$0	\$308,385	\$607,215
14	Operating Expense	\$131,665	\$160,943	\$0	\$160,943	\$292,608
15	Subtotal	\$430,495	\$469,328	\$0	\$469,328	\$899,823
16	Indirect Percentage (%)	15.00%	15%	0%	15%	
17	Indirect Cost (Line 16 X Line 15)	\$67,224	\$70,399	\$0	\$70,399	\$137,623
18	Capital Expenditure	\$0	\$0	\$0	\$0	\$0
19	Subcontractor Expenses	\$17,666		\$160,000	\$160,000	\$177,666
20	Total Expenditures	\$515,385	\$539,727	\$160,000	\$699,727	\$1,215,112
21	HSA Revenues					
22	General Fund	\$515,385	\$539,727	\$160,000	\$699,727	\$1,215,112
23						
24						
25						
26						
27						
28						
29						
30	TOTAL HSA REVENUES	\$515,385	\$539,727	\$160,000	\$699,727	\$1,215,112
31	Other Revenues					
32						
33						
34	Foundation / Grants	\$60,000	\$60,000		\$60,000	\$120,000
35	Program Income / Fees	\$22,790	\$22,790		\$22,790	\$45,580
36						
37	Total Revenues	\$598,175	\$622,517	\$160,000	\$782,517	\$1,380,692
38	Full Time Equivalent (FTE)					
40	Prepared by: Patty Clement/Liz Rodriguez					Date 10/25/19
41	HSA-CO Review Signature: _____					
42	HSA #1					10/25/2016

	A	B	C	D	FJ	K	L	X	Y	Z	AA	AB	AC	AD	AE
1	Program Name: Catholic Charities - Community Services														
2	OMI Senior Center														
3	Appendix B, Page 3														
4	Document Date: 2/19/2020														
5															
6															
7															
8															
9															
10															
11															
12	Expenditure Category	TERM	7/1/18-6/30/19	Current	Modification	Revised	TOTAL								
13	Rental of Property		\$46,000	\$48,500	\$0	\$48,500	\$94,500								
14	Utilities(Elec, Water, Gas, Phone, Garbage)		\$6,373	\$9,373	\$0	\$9,373	\$15,746								
15	Office Supplies, Postage		\$1,200	\$1,200	\$0	\$1,200	\$2,400								
16	Building Maintenance Supplies and Repair		\$400	\$400	\$0	\$400	\$800								
17	Printing and Reproduction		\$0	\$0	\$0	\$0	\$0								
18	Insurance		\$600	\$740	\$0	\$740	\$1,340								
19	Staff Training		\$400	\$400	\$0	\$400	\$800								
20	Staff Travel-(Local & Out of Town)		\$1,600	\$2,400	\$0	\$2,400	\$4,000								
21	Rental of Equipment		\$1,000	\$1,200	\$0	\$1,200	\$2,200								
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE														
23							\$0								
24	CYO Transportation-Enhanced Outreach		\$62,000	\$70,000	\$0	\$70,000	\$132,000								
25															
26															
27							\$0								
28	OTHER														
29	Admin Fee			\$5,000		\$5,000	\$5,000								
30	Computer Related		\$750	\$750	\$0	\$750	\$1,500								
31	Program Food & Supplies		\$9,342	\$16,980	\$0	\$16,980	\$26,322								
32	Marketing & Advsrting Outreach		\$2,000	\$4,000	\$0	\$4,000	\$6,000								
33							\$0								
34															
35	TOTAL OPERATING EXPENSE														
			\$131,665	\$160,943	\$0	\$160,943	\$292,608								
36															
37	HSA #3 10/25/2016														

Operating Expense Detail

Subcontractors/Equipment Details

SUBCONTRACTORS		7/1/18-6/30/19	7/1/19-2/29/20	7/1/18-2/29/20
Community Music Center - Choir		\$17,666	\$160,000	\$177,666
TOTAL SUBCONTRACTOR COST		\$17,666	\$160,000	\$177,666
EQUIPMENT	TERM			
No.	ITEM/DESCRIPTION			
TOTAL EQUIPMENT COST		\$0	\$0	\$0
R E M O D E L I N G				
Description:				
TOTAL REMODELING COST		\$0	\$0	\$0
TOTAL CAPITAL/SUBCONTRACTOR EXP		\$17,666	\$160,000	\$177,666

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Name			
Community Music Center Subcontractor Budget			
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
If modification, Effective Date of Mod.		No. of Mod.	
Program: Neighborhood Choirs			
Budget Reference Page No.(s)			
Program Term	7/1/19-2/29/20		Total
<u>Expenditures</u>			
Salaries & Benefits	\$135,559		\$135,559
Operating Expenses	\$1,059		\$1,059
Subtotal	\$136,618		\$136,618
Indirect Percentage (%)	12%		
Indirect Cost (Line 16 X Line 15)	\$16,394		\$16,394
Subcontractor/Capital Expenditures	\$6,988		\$6,988
Total Expenditures	\$160,000		\$160,000
<u>HSA Revenues</u>			
General Fund	\$160,000		\$160,000
TOTAL HSA REVENUES	\$160,000		\$160,000
<u>Other Revenues</u>			
Private Foundation Revenue - To Cover Full Program Costs - Above Scope of HSA Revenue	\$21,408		\$21,408
Unrestricted Contributions and Earned Income from Tuition Bearing Programs - To Cover Full Program Costs - Above Scope of HSA Revenue	\$73,764		\$73,764
Total Revenues	\$255,172		\$255,172
Full Time Equivalent (FTE)	28.40		
Prepared by: Andrew Huber, Director of Finance and Operations Telephone No.:			
HSA-CO Review Signature:			
HSA #1			2/20/2020

Appendix B

Community Music Center Subcontractor Budget

Program: Neighborhood Choirs

Operating Expense Detail

<u>Expenditure Category</u>	<u>TERM</u>	<u>7/1/19-2/29/20</u>	<u>Total</u>
Rental of Property			\$0
Utilities(Elec, Water, Gas, Phone, Garbage)			\$0
Office Supplies, Postage		\$0	\$0
Building Maintenance Supplies and Repair			\$0
Printing and Reproduction			\$0
Insurance			\$0
Staff Training			\$0
Staff Travel-(Local & Out of Town)		\$1,059	\$1,059
Rental of Equipment			\$0
CONSULTANTS			\$0
			\$0
OTHER			\$0
			\$0
TOTAL OPERATING EXPENSE		\$1,059	\$1,059
HSA #3			2/20/2020

Appendix B
 Community Music Center Subcontractor Budget
 Program: Neighborhood Choirs

Subcontractor/Capital Expenditures

		Total	
SUBCONTRACTORS		7/1/19-2/29/20	7/1/19-2/29/20
			\$0
			\$0
			\$0
			\$0
			\$0
TOTAL SUBCONTRACTOR COST		\$0	\$0
EQUIPMENT		7/1/19-2/29/20	7/1/19-2/29/20
Units	ITEM/DESCRIPTION		
5	Weighted Action Electric Keyboard	\$3,288	\$3,288
125	Choir Stoles	\$3,500	\$3,500
20	Hand Percussion Instruments	\$200	\$200
TOTAL EQUIPMENT COST		\$6,988	\$6,988
REMODELING		7/1/19-2/29/20	7/1/19-2/29/20
Description:			
			\$0
			\$0
			\$0
TOTAL REMODELING COST		\$0	\$0
TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE		\$6,988	\$6,988
HSA #4			2/20/2020

APPENDIX A - SERVICES TO BE PROVIDED BY GRANTEE

Community Music Center

Neighborhood Choirs for Older Adults and Adults with Disabilities

March 1, 2020 – June 30, 2023

I. Background

Older adults and persons with disabilities experience a heightened risk for social isolation. There are multiple causes of this, including reduced income levels, mobility impairments, and loss of social connections. Programs and services focusing on community connection and engagement are important links that provide meaningful connections to their communities.

Neighborhood focused or neighborhood based programs have demonstrated success at engaging older adults and adults with disabilities in their own neighborhoods and at overcoming barriers to service engagement – barriers including lack of dedicated space for programs or flexibility to meet language and cultural preferences of potential program participants.

A specific program type seen as meeting these needs is a network of neighborhood choirs that will use a flexible model to best meet community interests and in turn engage older adults and people with disabilities. The recently completed University of California at San Francisco “Community of Voices” research study supports this conclusion. The study determined that singing in a choir reduced feelings of loneliness and increased interest in life. Researchers determined that singing in a choir provided meaningful regular opportunities to meet new people, build social support, and increased sense of belonging for participants.

II. Purpose

The neighborhood choir program will work within each neighborhood it operates a choir, reach out to residents and try engage them in choir offerings. Participation in the choir program will create opportunities to interact with others, build social networks, and learn more about other program offerings co-located at community centers hosting choir programs.

III. Definitions

<u>Term</u>	<u>Definition</u>
Adult with a Disability	A 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 Online System

Celebration/Gathering	An event inclusive of all neighborhood choirs participating in this contract which highlights the program, celebrates the accomplishments of the various choirs, and includes performance(s).
Choir	An organized group of singers that gathers to practice regularly and may perform in public
City	City and County of San Francisco, a municipal corporation.
DAS	Department of Disability and Aging Services of the San Francisco Human Services Agency
Disability	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 individual or others.
Grantee	Community Music Center (“CMC”)
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 defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. Used by consumers to self-identify their income status and is not 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.
OCP	Office of Community Partnerships
Older Adult	Person who is 60 years of age or older; used interchangeably with “senior”.
Senior	Person who is 60 years of age or older; used interchangeably with “older adult”.
SF-HSA	San Francisco Human Services Agency
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	A unique consumer receiving services in Grantee’s Choir program and reflected via enrollment in CA GetCare.

IV. Target Population

Services must target those older adults (aged 60+) and adults with disabilities (aged 18-59) 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
- Member of the LGBTQ+ Community

V. Eligibility for Services

- Resident of San Francisco and
- Person aged 60 and above or
- Person 18 years of age or older with a disability

VI. Description of Services

Grantee shall develop and support a network of neighborhood choir programs designed to enhance the connection and engagement of its participants so they can meet new people, build social support, and increase a sense of belonging for participants. Services provided by Grantee shall include:

1. Program Structure, Staffing, Training and Support

- Grantee will maintain a detailed description of overall program structure and network, including identification of neighborhoods and specific locations where choir programs will be operated. This will include information and site chart identified in section VI (Location and Time of Services) below.
- Grantee will have a detailed staffing structure for provision of this service, including job descriptions, staffing qualifications, hiring and training processes, and use of any program manuals or guides.
- Grantee will develop and implement policies and practices for the recruitment, retention, and utilization of volunteers.

2. Engagement and Cultural Relevance

- Grantee's program design will include policies and practices for consideration and incorporation of cultural relevance for participants, selection of music and repertoire.
- Grantee's program design will include outreach efforts to recruit and engage current and potential future choir participants.
- Grantee's program design will include description of how program is creating increased opportunities for social interaction and development of social networks;
- Grantee's program design will include description of how location of choir program offerings are co-located at community centers hosting other social service or support programs and how choir participants will be made aware of these other service offerings.

3. Ongoing Program Operations

- Grantee will have a detailed description of program curriculum, frequency and duration of rehearsals. This shall include description of warm ups, training,

rehearsal staging, infrastructure needs, and other assistance to be provided to participants.

- Each choir shall meet at least 36 times per year, which shall include both practices and public performances. Practices shall run at least 90 minutes per practice.
- Grantee shall develop and implement policies and practices for enrollment of choir participants, including collection of data needed for grant reporting.

4. Choir Performances

- Grantee’s program design shall include ‘regular’ performance opportunities for neighborhood choirs as well as one annual collaborative gathering and performance for neighborhood choirs operating under this program.

5. Sustaining the Choir Programs

- Grantee shall have policies and practices designed to keep ongoing choir participants engaged in the program.
- These policies and procedures should include efforts to gauge interest level and retain program participants as well as identifying channels through which feedback can be gathered and then acted upon. This may include use of an annual client survey, which is required for Outcome Objective measurement (see section VIII, below).

VII. Location and Time of Services

Effective March 1, 2020, Grantee will support neighborhood choir programs in the following neighborhoods and locations:

<u>Neighborhood</u>	<u>Center</u>
Richmond District	<ul style="list-style-type: none"> • Richmond Senior Center / Richmond Neighborhood Center (one choir, two sites)
South of Market	<ul style="list-style-type: none"> • Bayanihan Equity Center
Oceanside, Merced, Ingleside Heights	<ul style="list-style-type: none"> • OMI Senior Center • IT Bookman Community Center
Bernal Heights	<ul style="list-style-type: none"> • Bernal Heights Neighborhood Center
Mission District	<ul style="list-style-type: none"> • Mission Neighborhood Center
Mission District / Glen Park / Noe Valley	<ul style="list-style-type: none"> • 30th Street Senior Center
Mission District	<ul style="list-style-type: none"> • Centro Latino de San Francisco

Castro / Eureka Valley	<ul style="list-style-type: none"> • Castro Senior Center
North Beach / Marina	<ul style="list-style-type: none"> • Aquatic Park Senior Center
Visitacion Valley	<ul style="list-style-type: none"> • Visitacion Valley Family Center
Tenderloin	<ul style="list-style-type: none"> • St. Anthony's Dining Room
Western Addition	<ul style="list-style-type: none"> • Western Addition Senior Center

Choir practice times may vary throughout the contract year. Grantee will work with Office of Community Partnerships analyst to develop and maintain a regularly updated roster of neighborhood choir locations and schedules.

The above list of choirs may be amended based upon notice and agreement between Grantee and Office of Community Partnerships analyst.

VIII. Service Objectives

On an annual basis, Grantee will meet the following service objectives in the noted fiscal years.

For FY 19/20 (July 1, 2019 – June 30, 2020)*

1. Enroll at least **350** unduplicated consumers in the neighborhood choir program.
2. Provide at least **738** hours of choir practices and performances with choir members.
3. Coordination and completion of at least **46** public choir performances. In the event of multiple neighborhood choirs performing at the same event, each neighborhood choir's performance shall count as one public choir performance.
4. Coordination and completion of at least **one** collaborative celebration or gathering inclusive of neighborhood choirs participating in this DAS funded program.
5. **52** consumers report via annual client survey that they are new to the community center hosting their choir.

*Annual service units for fiscal year 19/20 are a cumulative total, for services funded from two sources: subcontract with Catholic Charities (July 1, 2019 – February 29, 2020) and new grant with Community Music Center effective March 1, 2020.

For FY 20/21 (July 1, 2020 – June 30, 2021)

1. Enroll at least **390** unduplicated consumers in the neighborhood choir program.

2. Provide at least **846** hours of choir practices and performances with choir members.
3. Coordination and completion of at least **53** public choir performances. In the event of multiple neighborhood choirs performing at the same event, each neighborhood choir's performance shall count as one public choir performance.
4. Coordination and completion of at least **one** collaborative celebration or gathering inclusive of neighborhood choirs participating in this DAS funded program.
5. **60** consumers report via annual client survey that they are new to the community center hosting their choir.

For FY 21/22 (July 1, 2021 – June 30, 2022)

1. Enroll at least **410** unduplicated consumers in the neighborhood choir program.
2. Provide at least **900** hours of choir practices and performances with choir members.
3. Coordination and completion of at least **56** public choir performances. In the event of multiple neighborhood choirs performing at the same event, each neighborhood choir's performance shall count as one public choir performance.
4. Coordination and completion of at least **one** collaborative celebration or gathering inclusive of neighborhood choirs participating in this DAAS funded program.
5. **65** consumers report via annual client survey that they are new to the community center hosting their choir.

For FY 22/23 (July 1, 2022 – June 30, 2023)

1. Enroll at least **430** unduplicated consumers in the neighborhood choir program.
2. Provide at least **954** hours of choir practices and performances with choir members.
3. Coordination and completion of at least **59** public choir performances. In the event of multiple neighborhood choirs performing at the same event, each neighborhood choir's performance shall count as one public choir performance.
4. Coordination and completion of at least **one** collaborative celebration or gathering inclusive of neighborhood choirs participating in this DAAS funded program.

5. 70 consumers report via annual client survey that they are new to the community center hosting their choir.

IX. Outcome Objectives

On an annual basis, the grantee will measure and meet the following outcome objectives. Measurement data shall be collected via a client survey, administered by Grantee. OCP analyst shall provide approval of survey format and administration method in advance of survey administration. Grantee shall ensure a survey response rate of at least 50% of annual contracted unduplicated consumer level for that particular contract year.

1. Clients learn of new services for older adults and adults with disabilities through their participation in the choir. **Target: 50%**
2. Choir participation makes participant feel balanced and peaceful. **Target: 90%**
3. Choir participation makes participant feel connected to their community. **Target: 90%**
4. Choir participation increased opportunities for meaningful interactions with others. **Target: 90%**

X. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers using the DAS provided or DAS approved intake form into the CA.GetCare database in accordance to DAS policy.
2. 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.
3. 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 new unduplicated consumers served during the month.
 - Number of units of service provided during the month.
4. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII and IX, Service Objectives and Outcome Objectives, respectively. 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.
5. 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.

6. 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.
7. 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.
8. 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.
9. 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.
10. Grantee will develop and maintain with OCP's approval, an updated site chart using an approved OCP format, with details about the program.
11. 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:

Ella Lee, Contract Manager
 Office of Contract Management, HSA
ella.lee@sfgov.org
 (415) 557-6134

Or

Michael Zaugg, Program Director
 Office of Community Partnerships, DAS
michael.zaugg@sfgov.org
 (415) 355-6790

X. Monitoring Activities

1. 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; program operation, which includes a review of a written policies and

procedures manual of all OCP 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; board of director list; and whether services are provided appropriately according to Sections III-VII.

2. 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.

HUMAN SERVICES AGENCY BUDGET SUMMARY

Name	Term				
Community Music Center	7/1/19-6/30/23				
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>					
If modification, Effective Date of Mod. _____ No. of Mod. _____					
Program: Neighborhood Choirs					
Budget Reference Page No.(s)					Total
Program Term	3/1/20-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	3/1/20-6/30/23
Expenditures					
Salaries & Benefits	\$60,588	\$208,731	\$208,731	\$208,731	\$686,781
Operating Expenses	\$3,100	\$5,555	\$5,555	\$5,555	\$19,765
Subtotal	\$63,688	\$214,286	\$214,286	\$214,286	\$706,546
Indirect Percentage (%)	12%	12%	12%	12%	
Indirect Cost (Line 16 X Line 15)	\$7,643	\$25,714	\$25,714	\$25,714	\$84,784
Subcontractor/Capital Expenditures	\$8,670	\$0	\$0	\$0	\$8,670
Total Expenditures	\$80,000	\$240,000	\$240,000	\$240,000	\$800,000
HSA Revenues					
General Fund	\$80,000	\$240,000	\$240,000	\$240,000	\$800,000
TOTAL HSA REVENUES	\$80,000	\$240,000	\$240,000	\$240,000	\$800,000
Other Revenues					
Private Foundation Revenue - To Cover Full Program Costs - Above Scope of HSA Revenue	\$10,704	\$100,000	\$100,000	\$100,000	\$310,704
Unrestricted Contributions and Earned Income from Tuition Bearing Programs - To Cover Full Program Costs - Above Scope of HSA Revenue	\$61,776	\$115,096	\$115,636	\$116,202	\$408,710
Total Revenues	\$152,480	\$455,096	\$455,636	\$456,202	\$1,519,414
Full Time Equivalent (FTE)	28.40	32.40	34.40	36.40	
Prepared by: Andrew Huber, Director of Finance and Operations 415-647-6015 x177					
HSA-CO Review Signature: _____					2/20/2020
HSA #1					

Community Music Center
 Program: Neighborhood Choirs

Operating Expense Detail

Expenditure Category	3/1/20-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	3/1/20-6/30/23
Rental of Property					\$0
Utilities(Elec, Water, Gas, Phone, Garbage)					\$0
Office Supplies, Postage	\$200	\$200	\$200	\$200	\$800
Building Maintenance Supplies and Repair		\$55	\$55	\$55	\$165
Printing and Reproduction					\$0
Insurance					\$0
Staff Training	\$2,500				\$2,500
Staff Travel-(Local & Out of Town)	\$400	\$800	\$800	\$800	\$2,800
Rental of Equipment					\$0
CONSULTANTS					
					\$0
					\$0
OTHER					
Summit Production costs	\$0	\$4,500	\$4,500	\$4,500	\$13,500
					\$0
TOTAL OPERATING EXPENSE	\$3,100	\$5,555	\$5,555	\$5,555	\$19,765
HSA #3					2/20/2020

Community Music Center
 Program: Neighborhood Choirs

Subcontractor/Capital Expenditures

						Total
SUBCONTRACTORS	3/1/20-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	3/1/20-6/30/23	
Subcontractor 1						\$0
Subcontractor 2						\$0
						\$0
						\$0
						\$0
TOTAL SUBCONTRACTOR COST	\$0	\$0	\$0	\$0	\$0	\$0

EQUIPMENT	3/1/20-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	3/1/20-6/30/23
Units	ITEM/DESCRIPTION				
5	\$2,196				\$2,196
35	\$1,470				\$1,470
3	\$3,897				\$3,897
1	\$1,107				\$1,107
TOTAL EQUIPMENT COST	\$8,670	\$0	\$0	\$0	\$8,670

REMODELING	3/1/20-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	3/1/20-6/30/23
Description:					
TOTAL REMODELING COST	\$0	\$0	\$0	\$0	\$0

TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE	\$8,670	\$0	\$0	\$0	\$8,670
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