



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

MEMORANDUM

Department of Benefits
and Family Support

TO:

DISABILITY AND AGING SERVICES COMMISSION

Department of Disability
and Aging Services

THROUGH:

SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

Office of Early Care
and Education

FROM:

CINDY KAUFFMAN, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, ACTING DIRECTOR OF
CONTRACTS

DS
EL

DATE:

JANUARY 6, 2021

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org

SUBJECT:

NEW GRANT: FAMILY SERVICE AGENCY OF SAN
FRANCISCO dba FELTON INSTITUTE (NON-
PROFIT) FOR PROVISION OF THE SENIOR
COMPANION PROGRAM

GRANT TERM:

1/01/2021 – 6/30/2023

**GRANT
AMOUNT:**

<u>New</u>	<u>Contingency</u>	<u>Total</u>
\$224,800	\$22,480	\$247,280

**ANNUAL
AMOUNT:**

<u>FY 20-21</u>	<u>FY 21-22</u>	<u>FY 22-23</u>
\$44,960	\$89,920	\$89,920

Funding Source
FUNDING:
PERCENTAGE:

<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
\$224,800			\$22,480	\$247,280
100%				100%



London Breed
Mayor

Trent Rorer
Executive Director

The Department of Disability and Aging Services (DAS) requests authorization to enter into a new grant agreement with Family Service Agency of San Francisco dba Felton Institute for the period of January 1, 2021 to June 30, 2023, in an amount of \$224,800 plus a 10% contingency for a total amount not to exceed \$247,280. The purpose of this grant is to develop and provide volunteer service opportunities throughout the community by matching low income to moderate-income older adults 55+ years of age with those opportunities to support and increase capacity at local clinical and community based programs.

Background

The Senior Companion Program provides supportive services to adults with physical, emotional, or mental health limitations, the majority of whom are elderly, in an effort to achieve and maintain their highest level of independent living. The program is designed to engage persons 55 and older, particularly those with low to moderate incomes, in volunteer service and to meet critical community needs by

increasing the service capacity of those sites, where volunteers provide service. It also provides a high-quality experience that enriches the lives of the volunteers and those they serve.

Services to be Provided

The Senior Companion Program establishes new social service roles for volunteers through which they can maintain a sense of self-worth, retain physical health and mental alertness, and enrich their social contacts. Senior companion volunteers benefit from meaningful volunteer service to others, enriching both the volunteer’s life and the lives of those they serve. It also provides supportive services to older adults in an effort to maintain independent living. Senior companions may be assigned one-on-one to visit older adults in their homes. Visits can include sorting mail, watching a movie together, sharing a snack. Senior companions also help with grocery shopping or picking up a prescription. Senior companions help with activities, congregate meal service and socialization of participants. A monthly stipend and transportation costs are provided to the volunteers.

Grantee Selection

Family Services Agency of San Francisco dba Felton Institute has been granted a sole source waiver. Since 2011, when federal funding for a senior companion model became available, the Department of Disability and Aging Services (DAS) issued a Request for Qualifications for senior companion services. Felton Institute was awarded the services from RFQ 482 in June 2011. Felton also continues to be the selected Federal Recipient for the administration of the Senior Companion Program in San Francisco. The Federal Senior Companion model states that local dollars can be used to support the program. DAS expanded the Federal Senior Companion program, supplementing with local general fund to provide a more robust program.

Funding

Funding for this grant is provided by County General Funds.

ATTACHMENTS

Family Service Agency of San Francisco dba Felton Institute

Appendix A-Services to be Provided

Appendix B- Program Budget

APPENDIX A – SERVICES TO BE PROVIDED

FAMILY SERVICE AGENCY OF SAN FRANCISCO DBA FELTON INSTITUTE Senior Companion Program (SCP)

Effective January 1, 2021 to June 30, 2023

I. Purpose of Grant

The purpose of this grant is to empower people 55 years of age or older to contribute to their communities through service, enhance the lives of those who serve and those whom they serve, and provide communities with valuable supportive services and companionship.

II. Definitions

Senior Companion Program establishes new social service roles for volunteers through which older adults can maintain a sense of self-worth, retain physical health and mental alertness, and enrich their social contacts through regular and ongoing volunteer opportunities. It also provides supportive services to older persons in an effort to maintain independent living.

Adult Day Programs (ADP)	An ADP is a community-based program that provides non-medical care to persons 18 years of age or older in need of personal care services, supervision or assistance essential for sustaining the activities of daily living or for the protection of the individual on less than a 24-hour basis. The State Department of Social Services (DSS) licenses these centers as community care facilities. This program is not eligible for Medi-Cal reimbursement.
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service units, 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 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, breathing, 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	Family Service Agency of San Francisco, also known as Felton Institute.
HSA	Human Services Agency of the City and County of San Francisco.
OCM	Office of Contract Management, Human Services Agency.
OCP	Office of Community Partnerships (formerly known as Office on the Aging / OOA).
Older Adult	Person who is 60 years or older, used interchangeably with senior.
Senior	Person who is 60 years or older, used interchangeably with older adult.
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, Section 104.1 through 104.9).
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in the Grantee's Senior Companion program.

III. Eligibility to be enrolled as Senior Companion

Senior companion volunteers must:

- be 55 years of age or older;
- meet the established income eligibility guidelines not to exceed 200 percent of the poverty level;
- be determined by a physical examination to be capable of serving the frail individuals or adults with exceptional needs without physical detriment to either themselves or the adult served;
- be willing to accept supervision as required;
- be willing to serve from 15 to 40 hours per week; and
- be willing to receive 20 hours of pre-service orientation training before assignment and monthly in-service training thereafter.

Eligibility to be a Senior Companion may not be restricted on the basis of formal education, experience, race, religion, color, national origin, sex, age, disability, or political affiliation.

IV. Location and Time of Services

Family Services Agency, dba Felton Institute is located at 6221 Geary Boulevard, 3rd Floor, San Francisco, CA 94121 and open during regular business hours from 9:00 am – 5:00 pm.

V. Description of Services

- A.** The Senior Companion Program provides supportive services to adults with physical, emotional, or mental health limitations, the majority of whom are older, in an effort to achieve and maintain their highest level of independent living. The program has a dual purpose:
1. Engage persons 55 and older, particularly those with low to moderate incomes, in volunteer service to meet critical community needs by increasing the service capacity of those sites, where volunteers provide service.
 2. Provide a high-quality experience that enriches the lives of the volunteers and those they serve.
- B.** Senior Companion volunteers visit with and assist homebound seniors with chores, one on one social interaction, grocery shopping, and transportation to medical and other appointments and other duties as needed.
- C.** The Senior Companion may also advocate for the client when appropriate to assist the client in obtaining community resources that prolong independence and improve their quality of life.
- D.** The Senior Companion may be placed in a structured clinical program such as Adult Day Program or community based senior centers; the Senior Companion volunteer encourages individuals to participate in prescribed center based activities designed to help the client regain their independence and decrease social isolation.

- E.** In many instances, the Senior Companion volunteer is an integral part of a care management team and is trained to alert doctors and/or family members of potential health problems.
- F.** Many Senior Companion volunteers may also work with persons diagnosed with Alzheimer’s disease, stroke, diabetes, and mental illness.
- G.** Senior Companion volunteers receive a tax-exempt stipend of \$3.00 per hour in accordance with the Domestic Volunteer Service Act of 1973, as amended. Additional benefits include a free meal or meal reimbursement for each day of service, reimbursement for transportation to and from the work site, supplemental accident, personal liability and excess automobile insurance coverage, an annual physical examination, and personal recognition for their efforts.

VI. Contractor Responsibilities / Units of Service and Definitions

During the term of the grant, the Grantee will provide:

Unduplicated Senior Companions

An individual volunteer enrolling in the program and serving as a senior companion.

Unit: One (1) unduplicated senior companion.

Volunteer Hours

Time spent by senior companions deployed in the community providing services.

Unit: One (1) hour

Unduplicated Older Adults Served

Senior Companion Program federal regulations require that volunteers provide person-to-person services to frail and isolated older adults. The average ratio of volunteers to clients is 1 volunteer to 3 - 5 clients. Grantee agrees to operate this program at a 5 clients per senior companion ratio.

Unit: One (1) unduplicated senior receiving services from a senior companion.

VII. Service Objectives

For January 1, 2021 – June 30, 2021, Grantee will meet the following Service Objectives:

- Grantee will provide at minimum 7 unduplicated senior volunteers to serve as senior companions.
- Grantee will provide at minimum 5,950 volunteer hours through senior companion services.
- Grantee will provide senior companion services to a minimum of 35 unduplicated older adults.

On an annual basis, starting July 1, 2021:

- Grantee will provide at minimum **15** unduplicated senior volunteers to serve as senior companions.
- Grantee will provide at minimum **12,740** volunteer hours through senior companion services.
- Grantee will provide senior companion services to a minimum of **75** unduplicated older adults.

VIII. Outcome Objectives

On an annual basis, the Grantee will meet the following Outcome Objectives: a minimum of 80% of Senior Companions will respond to the annual consumer satisfaction survey.

- At least seventy-five percent (75%) of senior companions responding to the annual consumer satisfaction survey agree that program participation makes them feel they are providing a meaningful service to the community.
- At least seventy-five percent (75%) of senior companions responding to the annual consumer satisfaction survey agree that program participation makes them feel engaged in their work assignment.
- At least eighty percent (80%) of senior companion placement sites will continue to participate in the program throughout the year.

IX. Reporting and Other Requirements

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

- A.** The grantee will enter into the CA Getcare Consumer Management section consumer data from the intake form for senior companion volunteers.
- 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 reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system regarding the following:
 - a. Number of volunteers each month.
 - b. Number of volunteer hours during the month
 - c. Number of seniors served each month
- D.** 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.
- E.** Grantee shall issue a Fiscal Closeout Report and a summary of performance on outcome objectives at the end of the fiscal year. The report is due to HSA no later than July 31st of the following fiscal year.
- F.** Grantee will provide a fiscal year annual summary of outcome objectives report to OCP by July 31st of the following fiscal year.

- G. Grantee shall develop and ad hoc reports as requested by HSA and DAS.
- H. All reports should be sent electronically, whenever possible, to the Program Analyst and/or the Contract Manager to the following address:

Ofelia Trevino, Program Analyst
DAS, Office on the Aging
PO Box 7988
San Francisco, CA 94120
Email address: ofelia.trevino@sfgov.org

Tahir Shaikh, Contracts Manager, GB15
Human Services Agency
PO Box 7988
San Francisco, CA 94120
Email address: tahir.shaikh@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance 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 monthly to the State Ombudsman Office with a copy to OCP, 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.
- 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	B	C	D	E
1	Appendix B, Page 1				
2					
3	HUMAN SERVICES AGENCY BUDGET SUMMARY				
4	BY PROGRAM				
5	Name		Term		
6	Felton Institute		1/1/21-6/30/23		
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: Senior Companion Program				
10	Budget Reference Page No.(s)				Total
11	Program Term	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	1/1/21-6/30/23
12	Expenditures				
13	Salaries & Benefits	\$11,571	\$23,143	\$23,143	\$57,857
14	Operating Expenses	\$27,524	\$55,049	\$55,049	\$137,622
15	Subtotal	\$39,095	\$78,192	\$78,192	\$195,479
16	Indirect Percentage (%)	15%	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$5,865	\$11,728	\$11,728	\$29,321
18	Subcontractor/Capital Expenditures	\$0	\$0	\$0	\$0
19	Total Expenditures	\$44,960	\$89,920	\$89,920	\$224,800
20	HSA Revenues				
21	General Fund	\$44,960	\$89,920	\$89,920	\$224,800
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$44,960	\$89,920	\$89,920	\$224,800
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Revenues	\$44,960	\$89,920	\$89,920	\$224,800
37	Full Time Equivalent (FTE)				
39	Prepared by: Ray Mallett	Telephone No.: : 510.844.8244 x416			
40	HSA-CO Review Signature:	_____			
41	HSA #1	11/13/2020			

	A	B	C	D	E	F	G	H	I
1	Appendix B, Page 2								
2									
3	Felton Institute								
4	Program: Senior Companion Program								
5									
6									
7	Salaries & Benefits Detail								
8									
9									
10									
11						1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	1/1/21-6/30/23
12		Agency Totals		HSA Program		DAS	DAS	DAS	TOTAL
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
13	Program Director	\$70,000	1.00	13%	0.13	\$4,500	\$9,000	\$9,000	\$22,500
14	Program Coordinator	\$40,000	1.00	13%	0.13	\$2,550	\$5,100	\$5,100	\$12,750
15	Volunteer Coordinator	\$50,000	0.53	14%	0.07	\$1,851	\$3,702	\$3,702	\$9,255
16									
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29									
30	TOTALS	\$160,000	2.53	40%	0.33	\$8,901	\$17,802	\$17,802	\$44,505
31									
32	FRINGE BENEFIT RATE	30%							
33	EMPLOYEE FRINGE BENEFITS	\$48,000				\$2,670	\$5,341	\$5,341	\$13,352
34									
35									
36	TOTAL SALARIES & BENEFITS	\$208,000				\$11,571	\$23,143	\$23,143	\$57,857
37	HSA #2								11/13/2020

	A	B	C	D	E	F	G	H	I	J	K	L
1	Appendix B, Page 3											
2												
3	Felton Institute											
4	Program: Senior Companion Program											
5												
6												
7	Operating Expense Detail											
8												
9												
10												
11												
12	<u>Expenditure Category</u>			TERM	<u>1/1/21-6/30/21</u>		<u>7/1/21-6/30/22</u>		<u>1/1/21-6/30/23</u>			TOTAL <u>1/1/21-6/30/23</u>
13	Rental of Property				\$800		\$1,600		\$1,600			\$4,000
14	Utilities(Elec, Water, Gas, Phone, Garbage)											
15	Office Supplies, Postage											
16	Building Maintenance Supplies and Repair				\$228		\$457		\$457			\$1,142
17	Printing and Reproduction											
18	Insurance				\$600		\$1,200		\$1,200			\$3,000
19	Staff Training											
20	Staff Travel-(Local & Out of Town)				\$500		\$1,000		\$1,000			\$2,500
21	Rental of Equipment											
22												
23	CONSULTANTS											
24												
25												
26												
27	OTHER											
28	Volunteer Stipends (15)				\$21,500		\$43,000		\$43,000			\$107,500
29	Volunteer Recognition				\$299		\$598		\$598			\$1,495
30	Volunteer Meals				\$1,625		\$3,250		\$3,250			\$8,125
31	Volunteer Transportation				\$1,383		\$2,765		\$2,765			\$6,913
32	Program Related Expenses				\$590		\$1,179		\$1,179			\$2,948
33												
34												
35												
36												
37	TOTAL OPERATING EXPENSE				\$ 27,524		\$ 55,049		\$ 55,049			\$137,622
38												
39	HSA #3											11/13/2020