



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

MEMORANDUM

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

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



London Breed
Mayor

Trent Rhorer
Executive Director

TO:

THROUGH:

FROM:

DATE:

SUBJECT:

DISABILITY AND AGING SERVICES COMMISSION

SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

CINDY KAUFFMAN, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DS
EL

APRIL 7, 2021

**GRANT RENEWAL: SELF-HELP FOR THE
ELDERLY (NON-PROFIT) TO PROVIDE A
WORKFORCE SUPPORT PROGRAM**

Current	Renewal	Contingency	Total
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GRANT TERM:

2/1/19- 6/30/21	7/1/21- 6/30/23
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GRANT AMOUNT:

\$567,495	\$468,560	\$46,856	\$515,416
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**ANNUAL
AMOUNT:**

FY21/22	FY22/23
\$234,280	\$234,280

FUNDING:

County	State	Federal	Contingency	Total
\$468,560			\$46,856	\$515,416

PERCENTAGE:

100%				100%
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The Department of Disability and Aging Services (DAS) requests authorization to renew the existing grant agreement with Self Help for the Elderly for the period of July 1, 2021 to June 30, 2023, in the amount of \$468,560 plus a 10% contingency for a total amount not to exceed \$515,416. The purpose of this grant is to provide a workforce training program for home care workers and/or paid personal caregivers of older adults and/or adults with disabilities living in the City and County of San Francisco.

Background

DAS is responsible for planning, administering, and delivering a variety of programs and services to assist older adults and adults with disabilities and their families. The programs and services aim to maximize self-sufficiency, safety, health, and independence. To help ensure and support the existence of these programs and services, Proposition I was passed by San Francisco voters in 2016.

Proposition I established the Dignity Fund. The Dignity Fund is a guaranteed funding stream for programs and services that provide support for older adults and adults with disabilities. DAS administers the Fund. The Dignity Fund legislation also creates a Dignity Fund Oversight and Advisory Committee (OAC) for the Fund. The OAC helps in the administration of the Fund by advising DAS on the needs of older people and people with disabilities.

The administration of the Fund includes a planning process that began in fiscal year 2017-18 and repeats every fourth fiscal year. The planning process starts with a Dignity Fund Community Needs Assessment (DFCNA). The first DFCNA was completed in March 2018. The findings from each DFCNA inform an allocation plan for the expenditure of the Fund.

The DFCNA revealed a need for additional training and support for home care workers and/or personal caregivers to ensure a competent caregiver workforce and increase the pool of skilled workers who provide paid care to older adults and adults with disabilities living in their homes and communities in the City. The DFCNA also noted a particular need to strengthen and expand training for home care workers and/or personal caregivers with limited or no English-speaking proficiency.

In February of 2019, DAS presented this grant to the commission for a workforce support program. The commission approved it and since then, Self-Help for the Elderly has provided a workforce training program for home care workers and/or paid personal caregivers of older adults and/or adults with disabilities living in the City and County of San Francisco.

Services to be Provided

The grantee will develop and oversee a training program for paid personal caregivers and/or home care workers who provide care to older adults and/or adults with disabilities living in the City and County of San Francisco. The training program will encompass multiple levels of training for paid caregivers and/or home care staff to provide skilled and quality caregiving in home and community based settings. The grantee will focus on reaching individuals who identify as members of the Asian or Pacific Islander community and/or have limited English-speaking proficiency.

The individuals trained through this program go to work for IHSS, home care, home health care, adult day health care, adult social day and respite care.

Personal Caregiver Training is a 2-week training program taught by a registered nurse. Four (4) days in total are required with 8 hours' lecture and 8 hours' Vocational ESL per week.

Please refer to attached Appendices A and B for more detailed information regarding service objectives, outcome objectives, and budget.

Performance

The Human Services Agency (HSA) conducted a FY 19-20 Citywide Fiscal and Compliance monitoring in May 2020. The contractor satisfied the findings we reported for FY 19-20.

Program monitoring for this grant was conducted in September 2020. The program was in compliance with all standards with no corrective action needed.

Selection

Grantee was selected through Request for Proposals #828, which was competitively bid in December 2018.

Funding

Funding for this grant is provided by the Dignity Fund.

ATTACHMENTS

Appendix A – Services to be Provided

Appendix B – Program Budget

Appendix A – Services to be Provided
Self-Help for the Elderly
Workforce Support Program
July 1, 2021 – June 30, 2023

I. Purpose of Grant

The purpose of this grant is to provide a workforce training program for home care workers and/or paid personal caregivers of older adults and/or adults with disabilities living in the City and County of San Francisco. A workforce training program will help ensure a competent caregiver workforce and increase the pool of skilled workers who provide paid care to older adults and adults with disabilities living in their homes and communities in the City. The training program will focus on strengthening the competencies of home care workers and/or personal caregivers who have limited English-speaking proficiency and/or who provide care to older adults and/or adults with disabilities with limited English-speaking proficiency.

II. Definitions

Adult with a Disability	A person who is 18 to 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	Contracts Administration, Reporting and Billing Online System
Caregiver / Caregiver Staff	Adults, 18 years of age or older, who provide in-home care to older adults and/or adults with a disability living in the City
City	City and County of San Francisco, a municipal corporation
Communities of Color	Persons who identify with a race or ethnicity other than non-Hispanic White
Controller	Controllers of the City and County of San Francisco or designated agent
DAS	Department of Disability and Aging Services of the San Francisco Human Services Agency
Dignity Fund	The City and County of San Francisco, City Charter, Sections 16.128-1 through 16.128-12. DAS will expend monies in the Fund solely to help seniors and adults with disabilities secure and utilize the services and support necessary to age with dignity in their own homes and

	communities
Dignity Fund Community Needs Assessment (DFCNA)	A community needs assessment report required every four years by the City Charter Amendment for the Fund. The findings from each DFCNA inform an allocation plan for the expenditure of the Fund
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
Fund	Dignity Fund
Grantee	Self-Help for the Elderly
Home Care Worker/s	An adult, 18 years of age or older, who provides in-home care to older adults and/or adults with disability living in the City
LGBT/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
DFOAC	Dignity Fund Oversight and Advisory Committee
OCM	Office of Contract Management, Human Services Agency
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	Human Services Agency of the City and County of San Francisco
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.)
Trainee / Unduplicated Consumer (UDC)	Individuals enrolled in the grantee's training program for caregiver and/or home care staff

III. Target Population

Home care workers and/or paid personal caregivers who provide care to older adults and/or adults with disabilities living the City and County of San Francisco. Target priorities must include personal caregivers and/or home care workers who identify as members of the Asian or Pacific Islander community and who have limited English-speaking proficiency and/or who provide care to older adults and/or adults with disabilities with limited English-speaking proficiency.

Additional target priorities may include the following:

- Paid caregivers and/or home care workers who are older adults and/or adults with disabilities themselves
- Paid caregivers and/or home care workers who provide care to older adults and/or adults with disabilities with one or more of the equity factors identified in the DFCNA (i.e. social isolation, low income, communities of color, sexual orientation and gender identity).

IV. Workforce Development Program Enrollment Requirements

A person who is a paid personal caregiver and/or home care worker and provides care to older adults or adults with disabilities living in San Francisco

V. Description of Services

1. Grantee will develop and oversee a training program for paid personal caregivers and/or home care workers who provide care to older adults and/or adults with disabilities living the City and County of San Francisco.
2. Grantee will develop a training curriculum for the target population that enhances caregiving knowledge and capacity, teaches transferable skills, and includes cultural sensitivity training. The grantee will provide DAS with the curriculum for review prior to starting the training program in fiscal year 2021-22 and at the beginning of each fiscal year thereafter and/or when the grantee makes significant changes to the curriculum.
3. Grantee will offer a comprehensive training program that encompasses multiple levels of training for paid caregivers and/or home care staff to provide skilled and quality caregiving in home and community based settings. The training program

will meet the linguistic needs of the trainees and contain a job readiness component that will include, but is not limited to, English proficiency.

4. Grantee will ensure that instructors are qualified and have valid credentials demonstrating their capacity to provide training.
5. Grantee will conduct a pre and post assessment of trainees who enroll and complete the training program. The pre assessment will evaluate the level of caregiving skills and knowledge a trainee has prior to enrolling in the training program. The post assessment will evaluate the level of skills and knowledge a trainee acquires upon completion of the program. The grantee will provide DAS with a copy of the assessment tool/s prior to use for approval. The grantee will keep documentation and record the pre and post assessment results of each trainee. The grantee will provide the results to DAS.
6. Grantee will have a written and active outreach and recruitment plan to connect with the target population and ensure that the target population priorities are included in the plan.
7. Grantee will track and record the units of service provided through this grant agreement and ensure that units of service provided are not “co-mingled” with other DAS funded programs.
8. Grantee shall ensure adequate and culturally competent paid and volunteer staffing to administer the program, deliver quality training to meet the needs of the target population, and adhere to all DAS program standards.
9. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules as they apply.
10. Grantee will have policy and procedures that are compliant with local/city, state, and federal regulatory agencies, including the DAS policy memoranda manual.

VI. Location and Time of Services

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

VII. Service Objectives

On an annual basis, Grantee will meet the following Service Objectives for the Workforce Support Program detailed in Table A below:

TABLE A			
Service Objective Summary Table	FY 2021- 2022	FY 2022- 2023	Total 2 years
Outreach Hours	192	192	384
Outreach – Views Through Social Media	1,000	1,000	2,000
Number of Trainees Enrolled in the Program	60	60	120
Number of Trainees Completed the Program	54	54	108

VIII. Outcome Objectives

On an annual basis, Grantee will meet the following Outcome Objectives:

1. At least 80% of the trainees will demonstrate an increase in caregiving competencies as evidenced by the pre and post assessment. The assessment tool/s is subject to DAS approval.
2. At least 75% the trainees that complete the training program will report that the training program provided useful information that will improve their caregiving abilities.*
3. At least 75% of the trainees that complete the training program will report on survey that the training program has provided them with additional skills to work more competently in multiple community based long-term care and supportive settings.
4. At least 85% of the trainees that complete the training program will report that the program and curriculum addressed the linguistic needs of trainees who have limited English-speaking proficiency.*
5. At least 85% of the trainees that complete the training program will report that the program and curriculum strengthened their ability to provide care to older adults and/or adults with disabilities with limited English-speaking proficiency.*

**Based on a survey created by the grantee with input from DAS.*

IX. Reporting Requirements

1. Grantee will provide a monthly report of activities as described in Section V and VI. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.

2. Grantee will enroll eligible consumers, if applicable, 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.
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 enter monthly reports into the CARBON database system that includes the following information:
 - Number of unduplicated consumers served during the month.
 - Number of units of service provided during the month.
5. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VI and VII, 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.
6. 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.
7. 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.
8. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10 (for July 1 – December 31 data) and July 10 (for January 1 – June 30 data).
9. 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:

Tahir.Shaikh@sfgov.org

Office of Contract Management, HSA

or

Melissa.McGee@sfgov.org

Program Manager, DAS

Office of Community Partnerships

X. Monitoring Activities

1. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; consumer/peer ambassador eligibility and any targeted mandates, back up documentation for the units of service and all reporting including the log of service units; sign-in sheets of consumers who participated in services if applicable, progress of service and outcome objectives; how consumer records are collected and maintained if applicable; 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, IV, V, VI, VII, and VIII.

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.

	A	B	C	D
1	Appendix B, Page 1			
2	Document Date: 3/12/21			
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name			7/1/21-6/30/23
6	SELF-HELP FOR THE ELDERLY			
7	(Check One) New <input checked="" type="checkbox"/> Renewal _____ Modification _____			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: WORKFORCE SUPPORT			
10	Budget Reference Page No.(s)			Total
11	Program Term	7/1/21-6/30/22	7/1/22-6/30/23	7/1/21-6/30/23
12	Expenditures			
13	Salaries & Benefits	\$167,029	\$167,029	\$334,058
14	Operating Expense	\$36,693	\$36,693	\$73,385
15	Subtotal	\$203,722	\$203,722	\$407,443
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$30,558	\$30,558	\$61,117
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$234,280	\$234,280	\$468,560
20	HSA Revenues			
21	General Fund	\$234,280	\$234,280	\$468,560
22				
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$234,280	\$234,280	\$468,560
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$234,280	\$234,280	\$468,560
37	Full Time Equivalent (FTE)			
39	Prepared by: Leny Nair		Telephone No.:	Date 3/10/21
40	HSA-CO Review Signature: _____			
41	HSA #1			11/15/2007

	A	B	C	D	E	F	G	H
1								Appendix B, Page 2
2								Document Date: 3/12/21
3	SELF-HELP FOR THE ELDERLY							
4	Program: WORKFORCE SUPPORT							
5	(Same as Line 9 on HSA #1)							
6								
7	Salaries & Benefits Detail							
8								
9								
10						7/1/21-6/30/22	7/1/22-6/30/23	7/1/21-6/30/23
11		Agency Totals		For HSA Program		For DAS Program	For DAS Program	For DAS Program
12	POSITION TITLE	Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE	Budgeted Salary	Budgeted Salary	TOTAL
13	Registered Nurse	\$93,600	100%	30%	30%	\$28,080	\$28,080	\$56,160
14	<i>Career Advisor-Lead</i>	\$61,000	100%	40%	40%	\$24,400	\$24,400	\$48,800
15	<i>Career Advisor</i>	\$50,000	100%	50%	50%	\$25,000	\$25,000	\$50,000
16	<i>Career Advisor</i>	\$50,000	100%	50%	50%	\$25,000	\$25,000	\$50,000
17	Director of ETED	\$90,000	100%	30%	30%	\$27,000	\$27,000	\$54,000
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30	TOTALS	\$344,600	5.00	2.00	2.00	\$129,480	\$129,480	\$258,960
31								
32	FRINGE BENEFIT RATE	29%						
33	EMPLOYEE FRINGE BENEFITS	\$99,934				\$37,549	\$37,549	\$75,098
34								
35								
36	TOTAL SALARIES & BENEFITS	\$444,534				\$167,029	\$167,029	\$334,058
37	HSA #2							11/15/2007

	A	B	C	D	E	F	G	H	I	J
1	Appendix B, Page 3 Document Date: 3/12/21									
2										
3										
4	SELF-HELP FOR THE ELDERLY									
5	Program: WORKFORCE SI									
6	(Same as Line 9 on HSA #1)									
7	Operating Expense Detail									
8										
9										
10										
11	TOTAL									
12	<u>Expenditure Category</u>			TERM	<u>7/1/21-6/30/22</u>		<u>7/1/22-6/30/23</u>			<u>7/1/21-6/30/23</u>
13	Rental of Property				\$25,200		\$25,200			\$50,400
14	Utilities(Elec, Water, Gas, Phone, Scavenger)				\$700		\$700			\$1,400
15	Office Supplies, Postage				\$793		\$793			\$1,586
16	Building Maintenance Supplies and Repair				\$1,600		\$1,600			\$3,200
17	Printing and Reproduction				\$1,500		\$1,500			\$3,000
18	Insurance				\$2,500		\$2,500			\$5,000
19	Staff Training				\$300		\$300			\$600
20	Staff Travel-(Local & Out of Town)				\$800		\$800			\$1,600
21	Rental of Equipment				\$500		\$500			\$1,000
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE									
23										
24										
25										
26										
27										
28	OTHER									
29										
30	Communication Expenses				\$2,500		\$2,500			\$5,000
31	Recruitment Expenses				\$300		\$300			\$600
32										
33										
34										
35	TOTAL OPERATING EXPENSE				\$36,693		\$36,693			\$73,386
36										
37	HSA #3									11/15/2007

APPENDIX F - SITE CHART

HSA / DAS / OFFICE Of COMMUNITY PARTNERSHIPS

FISCAL YEAR: 21-22

AGENCY: Self-Help for the Elderly

CONTRACT Workforce Support Program

DIRECTOR: Alison Chan, Director of Program Development

CA PHONE NO.: 415-677-7502

<u>SITES:</u> (Community Services)					
Name of Site	Self-Help for the Elderly				
Address and Zip	601 Jackson Street Ground Floor San Francisco CA 94133				
Phone Number					
Fax Number	415-677-7500				
Neighborhood	415-391-3760				
Muni Line #s	Chinatown				
Person in Charge	8, 8ax, 8bx				
Site Manager	Alison Chan				
Programs Offered at Site	Job search, case management, job placement, job readiness training, Occupational Skills Training, senior employment program,				
Days Open	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thur <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun				
Hours Open	9am - 5pm				
Hours of <u>scheduled</u> programming	NA				
Hours of meal service	NA				
Annual number of meals at site (Client)	NA				
Average number of meals per day (Client)	NA				
Total number of service days in FY	240				
Days closed	Saturdays and Sundays.				
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No