



**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: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: APRIL 7, 2021

SUBJECT: GRANT MODIFICATION: **SELF-HELP FOR THE ELDERLY (NON-PROFIT) TO PROVIDE A PEER AMBASSADOR PROGRAM**

DS
EL

	Current	Modification	Revised	Contingency	Total
GRANT TERM:	2/1/19- 6/30/21	4/1/21- 6/30/21	2/1/19- 6/30/21		
GRANT AMOUNT:	\$257,061	\$30,000	\$287,061	\$28,706	\$315,767
ANNUAL AMOUNT:	FY 18-19 \$42,726	FY 19-20 \$105,880	FY 20-21 \$138,455		
FUNDING SOURCE:	County	State	Federal	Contingency	Total
MODIFICATION FUNDING:	\$30,000			\$3,000	\$33,000
PERCENTAGE:	100%				100%

The Department of Disability and Aging Services (DAS) requests authorization to modify the existing grant agreement with Self-Help for the Elderly for the period of April 1, 2021 to June 30, 2021, in an additional amount of \$30,000, plus a 10% contingency for a total amount not to exceed \$315,767. The purpose of this modification is to provide escort services to seniors for activities to ensure safety on San Francisco streets.

Background

In light of the recent events that have occurred and threats against the Asian Community there is a need for escort services to seniors to provide protection. Funding was identified to provide these services through Self-Help for the Elderly.

Services to be Provided

Self-Help for the Elderly will provide escort services to seniors for activities to ensure safety on the streets in San Francisco. Activities including but not limited to doctor/dental appointments, bank visits, vaccination sites, pop up testing sites, social activities such as senior centers, grocery shopping, etc. The escort services will be either on a one-to-one basis or in groups. Program staff will connect with seniors who have escort service needs. Once the referral is received, staff will confirm date, time, meeting place, types of activities with seniors and will provide escort service. Staff will meet client and accompany them to their activity. In case of an emergency, program staff who provide escort services will accompany individuals to support and protect them and report all emergencies or potential Asian Hate Crime or discrimination.

Selection

Grantee was selected through Request for Proposals #822, which was competitively bid in November 2018.

Funding

Funding for this grant is provided by the Dignity Fund.

ATTACHMENTS

- Appendix A1 – Services to be Provided
- Appendix B1 – Budget
- Appendix F – Site Chart

Appendix A1 – Services to be Provided
Self-Help for the Elderly
Peer Ambassador Program
February 1, 2019 – June 30, 2021

I. Purpose of Grant

The purpose of this grant is to provide a peer ambassador program designed to promote the awareness of services coordinated and funded by the Department of Disability and Aging Services of the San Francisco Human Services Agency (DAS) in the community. This grant specifically aims to heighten the awareness of DAS and DAS funded programs and services among older adults, adults with disabilities and their families living in Supervisorial Districts (Districts) 1, 2, 4, and 11 in the City and County of San Francisco.

Peer ambassadors will be older adults and/or adults with disabilities hired by the grantee to disseminate information and collateral about DAS and DAS funded programs and services. They will focus their efforts on reaching older adults, adults with disabilities and their families living in Districts 1, 2, 4, and 11 and in seeking relationships with community members who are likely to have contact with or knowledge of the target population. Peer ambassadors will establish themselves in the community as a reliable resource and trusted means to connect with DAS.

II. Definitions

Aging and Disability Resource Center (ADRC)	Aging and Disability Resource Centers are located throughout San Francisco and provide a wide range of services in multiple languages and offer the general public a single source for connecting to free information and assistance on issues affecting older people and people with disabilities. ADRCs are a DAS funded service. (https://www.sfhsa.org/services/access-empowerment/aging-and-disability-resource-centers)
Adult Protective Services (APS)	The unit within DAS that accepts and responds to reports of abuse, neglect, exploitation, and self-neglect involving older adults and adults with disabilities. (https://www.sfhsa.org/services/protection-safety/adult-abuse)
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.
Community Member/s	Community members include non-profit and/or faith based organizations, businesses, health care providers, housing site coordinators, and other individuals who are likely to have

	contact with or knowledge of older adults and/or adults with disabilities living in the community. A community member does not receive payment from the grantee or DASDAS to promote awareness of DASDAS programs and/or services.
Community Partner	A community member recruited by a peer ambassador to help promote awareness of DAS programs and services by displaying and/or having available DAS approved information bulletins and brochures about DAS and/or DAS programs and services at their physical location. A community partner does not receive payment from the grantee or DAS to promote awareness of DAS programs and/or services.
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 Aging and Adult Services.
DAS Benefits and Resources Hub	Unit within DAS that is equipped to receive calls from the community and provide information, referrals, and assistance for older adults and adults with disabilities, caregivers, and community-based organizations. (https://www.sfhsa.org/services/access-empowerment/DAS-benefits-and-resources-hub)
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. The first DFCNA was completed in fiscal year 2017-2018.
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.
Fund	Dignity Fund
Grantee	Self-Help for the Elderly
Information Distribution	Peer Ambassadors will provide information about DAS services to organizations, businesses and individuals in the community (e.g., non-profit organizations, faith based organizations, health care providers, housing site coordinators, and neighborhood markets)
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. 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.
OAC	Dignity Fund Oversight and Advisory Committee
OCM	Office of Contract Management, Human Services Agency
Older Adult	A person who is 60 years of age or older, used interchangeably with “senior.”
Outreach Activity	An activity conducted by a peer ambassador at a location other than a DASDAS funded service site and within the District 1, 2, 4 and/or 11. The activity will create an opportunity to provide information about DASDAS programs and services to older adults, adults with disabilities, and their families who might not otherwise be aware or have access to the information. Examples include setting up an information table at a health fair, community event, or faith base gathering.
Peer Ambassador/ Ambassador	An older adult or adult with a disability trained and hired by the grantee to promote DASDAS programs and services in the community.
Senior	A 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.)
Supervisory Districts/Districts 1,2, 4, and 11	There are the eleven supervisory districts in the City and County of San Francisco. San Francisco Supervisory Districts Metes and Bounds is located at https://sfgov.org/ccsfgsa/san-francisco-supervisory-districts-metes-and-bounds and it provides a detailed description of each district. District maps can be located at: https://sfgov.org/ccsfgsa/sf-district-maps-data

III. Target Population

Older adults, adults with disabilities, and their families living in the City and County of San Francisco with a particular focus on reaching individuals living in Districts 1, 2, 4,

and 11. Additional target priorities include members of a population with one or more of the following equity factors identified in the DFCNA:

- Social Isolation
- Low Income
- Limited or No English Speaking Proficiency
- Communities of Color
- Sexual Orientation and Gender Identity

IV. Peer Ambassador Eligibility Requirements

1. A resident of San Francisco; and
2. A person who is an older adult or an adult with a disability.

V. Description of Services

1. Grantee will recruit, hire and train older adults and/or adults with disabilities living in the City and County of San Francisco as peer ambassadors. Grantee will hire a minimum of four (4) peer ambassadors and ensure that Supervisorial Districts 1, 2, 4, and 11 each have at least one dedicated and unique peer ambassador.
2. Grantee will ensure that Districts 1, 2, 4, and 11 have equitable working hours dedicated by a peer ambassador with a minimum of ten (10) hours, on average, per week devoted to each district by a peer ambassador.
3. Peer ambassadors will disseminate information, verbal and written, about DASDAS programs and services to a wide variety of organizations, businesses and individuals in the community (e.g., non-profit organizations, faith based organizations, health care providers, housing site coordinators, and neighborhood markets) who are likely to have contact with or knowledge of older adults and/or adults with disabilities. Their efforts will be concentrated on reaching individuals in Districts 1, 2, 4, and/or 11. Peer ambassadors will utilize a combination of methods to disseminate information about DASDAS programs and services and heighten the awareness of their existence including but not limited to a word-of-mouth approach, community presentations, workshops and distribution of written collateral.
4. Grantee will seek and obtain approval from DASDAS for any written information or collateral provided by a peer ambassador about DASDAS programs and services prior to its distribution in the community.
5. Grantee will ensure that peer ambassadors have working relationships with the Aging and Disability Resource Centers (ADRC) in Districts 1, 2, 4, and 11 to help facilitate referrals to DASDAS programs and services.

6. Peer ambassadors will build relationships within the community, establish themselves as a resource and means to connect with DASDAS and the ADRC in the district, and recruit community partners to help increase the awareness of DAS funded programs and services.
7. Grantee will track and record the units of service provided through this grant agreement for each of the districts and ensure that units of service provided are not “co-mingled” with other DAS funded programs.
8. Grantee will provide comprehensive training to each peer ambassador that includes, but is not limited to, an overview of DAS programs and services available citywide and service sites and the DAS Benefits and Resources Hub, an introduction to ADRCs within the targeted districts, and how to report suspected abuse or self-neglect to Adult Protective Services. A peer ambassador must receive training before engaging with the community to promote DAS programs and services.
9. Grantee will coordinate an in-person orientation with the DAS Benefits and Resources Hub for each peer ambassador. The orientation will introduce peer ambassadors to the DAS Benefits and Resources Hub team. DAS team members will explain the role the hub plays in connecting older adults and adults with disabilities to services. Peer ambassadors will receive an overview of the array of services available to older adults and adults with disabilities. Peer ambassadors will learn how to make referrals to the DAS Benefits and Resources Hub and who to contact at the Hub for questions, additional information, and/or support when working in the community. The topics covered in the orientation will be at the discretion of DAS and/or DAS Benefits and Resources Hub.
10. Grantee will have a written outreach plan for each district. The outreach plan will contain details related to outreach activities at community events and/or targeted locations that will create opportunities for peer ambassadors to share information through a word-of-mouth approach about DAS programs and services. The outreach plan will include fostering relationships with community members and recruiting community partners.
11. Grantee will develop and implement an evaluation process whereby community members and partners are able to provide feedback to the grantee on the outreach activities conducted by peer ambassadors. The grantee will provide DAS with a quarterly summary of the evaluation and feedback received.
12. Grantee will conduct meetings, scheduled at least quarterly, with all peer ambassadors to exchange program and service information between the peer ambassadors, the grantee, and DAS. The meetings will also provide opportunity for peer ambassadors to share their experiences, accomplishments, and troubleshoot any barriers encountered in the community.

13. Grantee will have readily available resources that peer ambassadors can access as needed to help and support them in their role and provide best practices and suggestions when promoting DAS programs and services in the community.
14. Grantee agrees to meet on a quarterly basis or as needed with DAS to ensure consistent messaging about DAS programs and services, foster information exchange, and troubleshoot any issues that emerge as it relates to the peer ambassador program.
15. Grantee shall ensure adequate and culturally competent paid and volunteer staffing to administer the program, deliver quality services to meet the needs of the client participants, and adhere to all DAS program standards.
16. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules.
17. Grantee will have policy and procedures that are compliant with local/city, state, and federal regulatory agencies, including the DAS policy memoranda manual.
18. This program will also include a service to provide escort services to seniors for activities to ensure safety on the street in San Francisco. This aspect of the program will be referred to as “Senior Escort Services.” Activities including but not limited to doctor’s appointments, dental appointments, bank, vaccination sites, pop up testing sites, social activities such as senior centers, grocery shopping, etc. The escort services can be either on one-to-one basis or in groups. Program staff connect with seniors who have escort service needs. Once a referral is received, staff will confirm with date, time, meeting place, types of activities with seniors and provide escort service. Staff will meet client and travel with them to activities. In case of an emergency, program staff who provide escort services will accompany individuals to support and protect them and report all emergencies or potential Asian Hate Crime or discrimination.

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 Peer Ambassador Program detailed in Table A below:

Service Objective Summary Table	*FY 2018- 2019	FY 2019- 2020	FY 2020- 2021	Total – 3 years
Peer Ambassadors	5	5	5	15
Outreach Activities	50	200	200	450
Community Partners	8	20	20	48
Information Distribution	50	200	200	450
Older Adults Supported by Escort Service			30	
*Year One, FY 2018-2019, is program implementation and 5 months only.				

VIII. Outcome Objectives

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

1. The retention rate for DAS ambassadors will be 50% or more annually.
2. At least 80% of the DAS ambassadors will report that their service as a peer ambassador has contributed to them feeling valued.*
3. At least 80% of the community partners recruited by the peer ambassadors will attribute an increased sense of awareness about DAS and DAS funded programs and services among older adults, adults with disabilities, their families, and/or other community members in their neighborhood to the peer ambassador program.*
4. The Aging and Disability Resource Centers team in Districts 1, 2, 4, and 11 will report that the peer ambassador program has boosted the awareness of the ADRC in the district, DAS, and DAS funded programs and services among older adults, adults with disabilities, and/or their families in their respective districts.*
5. At least 80% of escort requests will be provided timely.*
6. At least 80% of older adults using escort service will report a higher feeling of safety.*

**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. 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 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.
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

or

Melissa.McGee@sfgov.org
Program Manager, Division of DAS

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	H	L	M	N	O
1							Appendix B1, Page 1
2							Document Date: 3/26/21
3	HUMAN SERVICES AGENCY BUDGET SUMMARY						
4	BY PROGRAM						
5	Name				Term:		
6	SELF-HELP FOR THE ELDERLY				2/1/2019 - 6/30/2021		
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: PEER AMBASSADOR PROGRAM						
10	Budget Reference Page No.(s)	Budget	Budget	Budget	Modification- Elderly Escort Services	Revised Budget	Total
11	Program Term	2/1/19-6/30/19	7/1/19-6/30/20	7/1/20-6/30/21	4/1/21-6/30/21	7/1/20-6/30/21	2/1/19-6/30/21
12	Expenditures						
13	Salaries & Benefits	\$31,779	\$81,890	\$83,259	\$15,160	\$98,419	\$212,088
14	Operating Expense	\$5,375	\$7,162	\$11,048	\$10,927	\$21,975	\$34,512
15	Subtotal	\$37,153	\$89,052	\$94,307	\$26,087	\$120,394	\$246,600
16	Indirect Percentage (%)	15%	15%	15%	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$5,573	\$13,359	\$14,147	\$3,913	\$18,061	\$36,993
18	Capital Expenditure	\$0	\$3,468	\$0	\$0	\$0	\$3,468
19	Total Expenditures	\$42,726	\$105,880	\$108,455	\$30,000	\$138,455	\$287,061
20	HSA Revenues						
21	General Fund	\$42,726	\$105,880	\$108,455	\$30,000	\$138,455	\$287,061
22							
23							
24							
25							
26							
27							
28							
29	TOTAL HSA REVENUES	\$42,726	\$105,880	\$108,455	\$30,000	\$138,455	\$287,061
30	Other Revenues						
31							
32							
33							
34							
35							
36	Total Revenues	\$42,726	\$137,704	\$140,279	\$30,000	\$138,455	\$287,061
37	Full Time Equivalent (FTE)						
39	Prepared by: Leny Nair					Date 3/26/21	
40	HSA-CO Review Signature: _____						
41	HSA #1						10/25/2016

	A	B	C	D	E	F	K	L	O	P	Q	R	S
1	Appendix B1, Page 3 Document Date: 3/26/21												
2													
3													
4	Program Name:												
5	(Same as Line 9 on HSA #1)												
6													
7	Operating Expense Detail												
8													
9													
10													
11													
12	<u>Expenditure Category</u>			<u>TERM</u>	<u>Budget</u> 2/1/19-6/30/19	<u>Revised</u> 7/1/19-6/30/20	<u>Budget</u> 7/1/20-6/30/21	<u>Modification</u> 4/1/21-6/30/21	<u>Budget</u> 7/1/20-6/30/21		<u>TOTAL</u> 2/1/19-6/30/21		
13	Rental of Property				\$667	\$1,600	\$1,600		\$1,600		\$3,867		
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$150	\$240	\$240		\$240		\$630		
15	Office Supplies, Postage				\$158	\$300	\$420	\$227	\$647		\$1,105		
16	Building Maintenance Supplies and Repair				\$100	\$215	\$215		\$215		\$530		
17	Printing and Reproduction				\$1,100	\$900	\$2,900		\$2,900		\$4,900		
18	Insurance				\$400	\$800	\$800	\$400	\$1,200		\$2,400		
19	Staff Training				\$200	\$200	\$200	\$400	\$600		\$1,000		
20	Staff Travel-(Local & Out of Town)				\$1,100	\$967	\$2,483	\$7,500	\$9,983		\$12,050		
21	Rental of Equipment												
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE												
23													
24													
25													
26													
27													
28	OTHER												
29	Peer Ambassadors Cell Phone Allowance (5x\$20/mo)				\$500	\$1,440	\$1,440	\$1,400	\$2,840		\$4,780		
30	Refreshments for Group Workshops				\$500	\$0	\$500		\$500		\$1,000		
31	P.A. Uniforms (vests)/backpacks				\$500	\$500	\$250		\$250		\$1,250		
32													
33	Program Supplies-alarms & other safety gadgets							\$1,000	\$1,000		\$1,000		
34													
35	TOTAL OPERATING EXPENSE				\$5,375	\$7,162	\$11,048	\$10,927	\$21,975		\$34,512		
36													
37	HSA #3												10/25/2016

	A	B	C	D	E	F
1						Appendix B1, Page 4
2						Document Date: 3/26/21
3						
4	Program Name:					
5	(Same as Line 9 on HSA #1)					
6						
7	Program Expenditure Detail					
8						
9						TOTAL
10	EQUIPMENT	TERM	2/1/19-6/30/19	7/1/19-6/30/20	7/1/20-6/30/21	2/1/19-6/30/21
11	No.	ITEM/DESCRIPTION				
12	1	Laptop for the Supervisor		1,035		1,035
13	1	Ethernet Port Switch		933		933
14	1	Laptop & Personal Printer for Peer Ambassador		1,500		1,500
15						0
16						0
17						0
18						0
19						0
20	TOTAL EQUIPMENT COST		0	3,468	0	3,468
21						
22	REMODELING					
23	Description:					0
24						0
25						0
26						0
27						0
28						0
29	TOTAL REMODELING COST		0	0	0	0
30						
31	TOTAL CAPITAL EXPENDITURE		0	3,468	0	3,468
32	(Equipment and Remodeling Cost)					
33	HSA #4					10/25/2016

APPENDIX F - SITE CHART

HSA / DAS / OFFICE Of COMMUNITY PARTNERSHIPS

FISCAL YEAR: 21-22

AGENCY: Self-Help for the Elderly

CONTRACT Peer Ambassador Program

DIRECTOR: Emily Chum Director of Social Services

CA PHONE NO.:

<u>SITES:</u> (Community Services)					
Name of Site					
Address and Zip	601 Jackson Street Basement San Francisco CA 94133				
Phone Number					
Fax Number	415-677-7585 415-391-3760				
Neighborhood	Chinatown				
Muni Line #s	8, 8ax, 8bx				
Person in Charge					
Site Manager	Emily Chum				
Programs Offered at Site	Case Management, Family Caregiver Support Program, Housing Services, Housing Subsidy Services, ADRC, Emergency home care services, Naturalization and citizenship services, Team and Changes 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 (2200)				
Average number of meals per day (Client)	NA (70)				
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