

City and County of San Francisco*London Breed, Mayor***Human Services Agency**
 Department of Human Services
 Department of Disability and Aging Services
 Office of Early Care and Education
*Trent Rhorer, Executive Director***MEMORANDUM**

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
 ESPERANZA ZAPIEN, ACTING DIRECTOR OF CONTRACTS DS
JG

DATE: DECEMBER 2, 2020

SUBJECT: NEW GRANT: **THE ARC SAN FRANCISCO (NON-PROFIT) TO PROVIDE SUPPORTIVE EMPLOYMENT SERVICES**

GRANT TERM: 1/1/2021-6/30/2023

GRANT AMOUNT:	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$264,575	\$26,458	\$291,033

ANNUAL AMOUNT

	<u>FY21</u>	<u>FY22</u>	<u>FY23</u>	<u>Total</u>
	\$52,915	\$105,830	\$105,830	\$264,575

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$264,575			\$26,458	\$291,033
PERCENTAGE:	100%			100%	

The Department of Disability and Aging Services (DAS) requests authorization to enter into a grant with The Arc San Francisco for the provision of Supportive Employment Services for adults with disabilities, during the period of January 1, 2021 to June 30, 2023, in an amount of \$264,575, plus a 10% contingency for a total amount not to exceed \$291,033. The purpose of the grant is to provide janitorial and recycling services to create employment opportunities for people with developmental disabilities.

Background

The ARC San Francisco is a non-profit organization that provides employment opportunities for adults with developmental disabilities. Originally, under the purview of Department of Human Services, the grantee has provided janitorial and recycling services since 2006 as a part of its policy decision to create employment opportunities for people with developmental disabilities, in

line with the Agency's mission to foster clients' economic success. These are services to train and provide work experience to adults with developmental disabilities so that they may graduate to unassisted employment. Around 2015, the Supportive Employment Services program came under the management of DAS, in order to receive additional analyst support. Further, the supported work services fit well into the DAS portfolio with the other employment service programs in place.

Services to be Provided

The Arc SF will recruit, train, supervise, and support ARC participants. By providing supportive work and training, the participants will not only receive an economic benefit but experience increased integration, inclusion, and knowledge in a work setting. ARC Staff will be responsible for creating supported employment opportunities at the following locations:

- 1235 Mission Street
- 1440 Harrison Street
- 170 Otis
- 1650 Mission St
- 3801 3rd St

The Arc San Francisco has agreed to work with HSA/DAS for changes to operating sites including development of new sites for services.

Due to COVID-19, hours have been reduced on site. It is expected hours will increase based on the need of the sites and client rate will adjust accordingly.

Selection

Grantee was selected through Request for Proposals #883 which was competitively bid in October 2020.

Funding

Funding is provided through County General Funds.

ATTACHMENTS

Appendix A, scope of services

Appendix B, budget

**APPENDIX A-1 – SERVICES TO BE PROVIDED BY GRANTEE
THE ARC SAN FRANCISCO
SUPPORTIVE EMPLOYMENT SERVICES
Effective January 1, 2021 to June 30, 2023**

I. Purpose

These services are to create employment opportunities for people with developmental disabilities and to advance inclusionary employment practices. The program trains, places, and supervises participants in janitorial and recycling services, so that they may graduate to unassisted employment. Service sites will include Human Service Agency work settings.

II. Definitions

Adult with a Disability	Person 18-59 years of age living with a disability.
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake and assessment/enrollment, record service units, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing Online System
City	City and County of San Francisco, a municipal corporation
DAS	Department of Disability and Aging Services, a Division of HSA
Developmental Disability	Developmental disability refers to a severe and chronic disability that is attributable to a mental or physical impairment that begins before an individual reaches adulthood. These disabilities include intellectual disability, cerebral palsy, epilepsy, autism, and disabling conditions closely related to intellectual disability or requiring similar treatment.
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.
Grantee	The ARC San Francisco
HSA	Human Services Agency of 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).

III. Eligibility for Services

- A resident of San Francisco
- Aged 18 or older with a developmental disability
- A participant of The ARC San Francisco programs

IV. Location and time of Service

The ARC San Francisco main office is at 1500 Howard Street, San Francisco, CA, 94103 and open during regular business hours.

The ARC San Francisco Employment Services program currently has six sites. Work hours vary depending on the needs of the specific site and the employees. Work hours shall be negotiated by Grantee and work site staff and depend on the needs of the site.

Current work sites include:

- 1235 Mission Street
- 2 Gough Street
- 1440 Harrison Street
- 170 Otis Street
- 1650 Mission Street
- 3801 3rd Street

The Arc San Francisco also agrees to work with HSA/DAS for changes to operating sites including development of new sites for services.

V. Description of Services

The Grantee will develop and provide employment opportunities for adults with developmental disabilities; train, place, and supervise program participants; and establish a stable and reliable workforce to complete services as listed below. Through their participation in this program, participants will have continued employment and engagement in a work setting, experience increased integration and inclusion in a work setting, and receive the economic benefit of a regular income.

The Grantee will provide some or all of the following services depending on work site need:

1. Janitorial services including (but not limited to): gather trash, dust mop, spot mop and replace liners in trash cans; wipe/spray with cleaning solvent restrooms, toilets, counter-tops, and mirrors; dust and spot mop restrooms and restock restroom supplies; wipe/spray and restock portable toilet; wipe microwave; wet mop or vacuum offices and classrooms; clean windows; wipe down computers and keyboards.
2. Sort and consolidate materials, cleaning up office supplies and make them available for re-use by the Department or non-profit agencies, i.e. binders, in/out trash.
3. Provide assistance with mailroom overflow, as requested by the work site.
4. Provide workers and supervision sufficient to perform the above services.
5. Train, supervise, and maintain daily quality control for the work performed by program participants and provide all employees with all entitled benefits; process wages, fringe benefits, and workers compensation for supervisor and participants.
6. Follow the HSA work holiday schedule.

7. Maintain communication with Human Service Agency site managers.

***Grantee shall continue to follow guidance or instructions from health care providers, the Centers for Disease Control and Prevention (CDC), California Department of Public Health (CDPH), and local health departments relating to COVID-19. If there are contradictory requirements between the most current CDC, CDPH, and local health department guidance or health orders, provider should follow the strictest requirements. These requirements shall be followed with the intent to maximize the health and safety of Grantee staff and clients receiving services.

VI. Objectives

Service Objectives

On an annual basis Grantee will be required to follow specific service objectives that measure the quantity, quality and other aspects of the services provided:

- Grantee will serve **20** unduplicated program participants (individuals filling the jobs)
- Grantee will provide **2,640*** service hours (hours worked by the participants)
- Grantee will provide **897*** hours of on-site supervision and coaching by Arc staff

*Due to COVID-19, hours have been reduced on site. It is expected hours will increase based on the need of the sites and client rate will adjust accordingly.

Outcome Objectives

On an annual basis the Grantee will be required to meet specific outcome objectives that demonstrate and measure the impact, outcomes, and/or results of the service:

- At least 80% of program participants will have continued employment of at least 8 months, either through this program or a combination of this program and other similar programs.
- 100% of program participants will have individualized and measurable goals focused on worksite independence building (as documented by individual service plans).
- 100% of participants will learn basic employability skills (as documented by individual service plans).

VII. Reporting Requirements

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

- A. The grantee will enter into the CA Getcare all required consumers' data.
- 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 provide an annual report summarizing the contract activities, referencing the tasks as described in Section V and VI - Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee.

- E. 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.
- F. 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)
- G. .Grantee shall develop and deliver ad hoc reports as requested by HSA.
- H. Apart from reports with specific instructions above, all other reports and communications should be sent to the following addresses:

Leslie Lau, Administrative Analyst
Office of Contract Management
San Francisco Human Services Agency
1650 Mission Street, Suite 300
San Francisco, CA 94103
Leslie.Lau1@sfgov.org

Justin Chico, Management Assistant
DAS, Office of Community Partnerships
P.O. Box 7988
San Francisco, CA 94120
Justin.Chico@sfgov.org

VIII. Monitoring Activities

- A. Program Monitoring: 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 IV, 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.

Appendix B-1 – Calculation of Charges

- I. The Department agrees to pay the Grantee a flat unit rate of **\$40** per client hour. This unit rate includes client wages and benefits, as well as all costs associated with the operation and administration of this program including PPE and COVID related expenses.
- II. Total client hours will not exceed 2,640* annually. Client hours for each site will be negotiated by The ARC San Francisco and the worksite, and will depend on site need. Current sites include:
- 1235 Mission Street
 - 1440 Harrison Street
 - 170 Otis
 - 1650 Mission St
 - 3801 3rd St

*Due to COVID-19, hours have been reduced on site. It is expected hours will increase based on the need of the sites and client rate will adjust accordingly.

III. Annual amount will not exceed \$105,830.

IV. Total contract amount will not exceed **\$264,575**

FY21 (1/21-6/21)	\$52,915
FY22 (7/21-6/22)	\$105,830
<u>FY23 (7/22-6/23)</u>	<u>\$105,830</u>
Total	\$264,575

- V. Contingent amount up to **\$26,458** may be available at the City’s sole and absolute discretion.
- VI. The total contract will not exceed **\$291,033** for the period between January 1, 2021 and June 30, 2023.