



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

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](http://www.SFHSA.org)



**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

**MEMORANDUM**

<b>TO:</b>	HUMAN SERVICES COMMISSION										
<b>THROUGH:</b>	TRENT RHORER, EXECUTIVE DIRECTOR										
<b>FROM:</b>	JOAN MILLER, DEPUTY DIRECTOR ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS										
<b>DATE:</b>	JUNE 17, 2022										
<b>SUBJECT:</b>	NEW GRANT: <b>FAMILY SUPPORT SERVICES</b> (NON-PROFIT) TO PROVIDE RESPITE CARE SERVICES FOR RESOURCE FAMILY APPROVED (RFA) FAMILIES										
<b>GRANT TERM:</b>	7/1/22 to 6/30/26										
<b>GRANT AMOUNT:</b>	<table border="0"> <tr> <td style="text-align: center;"><u>New</u></td> <td style="text-align: center;"><u>Contingency</u></td> <td style="text-align: center;"><u>Total</u></td> </tr> <tr> <td style="text-align: right;">\$1,633,136</td> <td style="text-align: right;">\$160,314</td> <td style="text-align: right;">\$1,793,450</td> </tr> </table>	<u>New</u>	<u>Contingency</u>	<u>Total</u>	\$1,633,136	\$160,314	\$1,793,450				
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\$1,633,136	\$160,314	\$1,793,450									
<b>ANNUAL AMOUNT:</b>	\$408,284										
<b><u>Funding Source</u></b>	<table border="0"> <tr> <td style="text-align: center;"><u>County</u></td> <td style="text-align: center;"><u>Stat</u></td> <td style="text-align: center;"><u>Federal</u></td> <td style="text-align: center;"><u>Contingency</u></td> <td style="text-align: center;"><u>Total</u></td> </tr> <tr> <td style="text-align: right;">\$1,633,136</td> <td></td> <td></td> <td style="text-align: right;">\$160,314</td> <td style="text-align: right;">\$1,793,450</td> </tr> </table>	<u>County</u>	<u>Stat</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>	\$1,633,136			\$160,314	\$1,793,450
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\$1,633,136			\$160,314	\$1,793,450							
<b>PERCENTAGE:</b>	<table border="0"> <tr> <td style="text-align: right;">100%</td> <td></td> <td></td> <td></td> <td style="text-align: right;">100%</td> </tr> </table>	100%				100%					
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The Department of Benefits and Family Support (BFS) requests authorization to enter into a grant with Family Support Services for the time period beginning July 1, 2022 through June 30, 2026, in the amount of \$1,633,136 plus a 10% contingency for a total not to exceed amount of \$1,793,450. The purpose of the grant is to provide respite care to resource families/caregivers, which can reduce the occurrence of child maltreatment, promote placement stability, and improve family functioning for resource families.

### **Background**

Caring for children in foster care, especially children with special needs, is a demanding task. Respite services for resource families can reduce caregiver stress and improve the care of the children. The purpose of respite services is to prevent reoccurrence of child maltreatment, reduce family stress, and stabilize or improve family functioning by providing quality respite care to RFA families. The Department has been providing respite services to foster parents since 1995.

### **Services to be Provided**

Grantee will provide on-going recruitment and training of in-home and out-of-home respite care providers as well as maintain and ensure the quality of the respite providers. Respite providers may be licensed childcare centers, licensed day care homes and licensed or certified resource family homes. They may also be in-home providers. Further, Grantee will provide outreach for respite services to RFA families, as well as coordinate services.

Respite services are designed to reduce caregiver stress and stabilize or improve foster family functioning. These services are not provided for the purpose of routine, on-going child day care. Generally, respite care will be short-term, emergency or intermittent care. A minimum of 12,750 hours of respite care will be provided to a minimum of 50 unduplicated RFA families annually.

For additional information regarding services to be provided, please refer to Appendix A (attached).

### **Location and Time of Services**

Services are provided either in the home of the caregiver or in the home/facility of the respite provider, at the caregiver's request. Services can be provided at any time, based on the availability of the providers.

Respite will be made available on weekdays, evenings, overnights, and weekends year round. Respite services will be available in various locations throughout the city, and San Mateo, Alameda and Contra Costa County. Some in-home respite will be provided in RFA family homes.

### **Selection**

Grantee was selected through Request for Proposals 963, which was released February 2022.

**Funding**

Funding for this grant is provided by County General Fund.

**ATTACHMENTS**

Appendix A-Services to be Provided (Respite Services)

Appendix B-Program Budget

**Appendix A – Services to be Provided**  
**Family Support Services**  
**Respite Services for Resource Family Approved Families**  
**July 1, 2022 – June 30, 2026**

**I. Purpose of Grant**

The purpose of this grant is to provide short-term relief to resource families / caregivers who are in need restorative personal time, a break from the daily stresses of parenting or who have obligations that prevent them from including the child(ren) in their care.

Respite services are designed to reduce the occurrence of maltreatment, promote placement stability, and improve family functioning for resource families.

Respite services can be provided in the home or outside the home by a trained paraprofessional or in a licensed childcare facility.

Respite services include events and activities for resource families and their children.

**II. Definitions**

Capacity	Maximum number of persons authorized to be provided care and supervision at any one time in any licensed facility.
CARBON	Contracts Administration, Reporting and Billing Online database
CBO	Community Based Organizations
CPM	Core Practice Model, a State model which outlines the values, components, elements and behaviors associated with Child Welfare
FCS	Family & Children Services Division of HSA
Family Child Care Home	Licensed childcare program located in the licensee's own home.
Resource Family Home	A home in which 24-hour care and supervision are provided in a family setting in the licensee's family residence.
HSA	San Francisco Human Services Agency
RFA	Resource Family Approval Program recruits, trains and licenses foster parents and relative caregivers to provide care to court-dependent children from San Francisco.
Respite	Childcare services (arranged in advance) intended to provide an interval of rest or relief for resource families. These services are not provided for the purpose of routine, on-going childcare.

### **III. Target Population**

The target population is San Francisco RFA families caring for San Francisco dependents.

### **IV. Description of Services**

Grantee will:

- A. Provide on-going recruitment and training of in-home and out-of-home respite care providers.
- B. Maintain and ensure the quality of the respite providers. Respite providers may be licensed childcare centers, licensed day care homes and licensed or certified RFA homes. Respite providers may also be in-home providers. Caregivers providing respite must have completed the training curriculum in accordance with FCS requirements.
- C. Ensure that families are matched with providers based on childcare needs, provider availability, family preferences and geographic proximity. This includes maintaining a pool of providers who are able to meet a range of child needs.
- D. Perform site visits of prospective out-of-home respite care providers to check certification and ensure quality of services (e.g. examining physical plant, observing provider interaction with the children, reviewing medical emergency plans, etc.). The person(s) conducting the site visits shall not have any relationship, familial or otherwise, to prospective care providers.
- E. Inform the FCS RFA Program of any problems in level of care, including licensing issues.
- F. Ensure that out-of-home providers follow licensing/certification regulations, including ensuring that the providers are not over the capacity indicated in their license or certification.
- G. Develop a memorandum of understanding with each out-of-home provider. The agreements will minimally include the following:
  1. Arrangements for reporting licensing complaints to the grantee Agreement that no respite will be provided pending investigation of a licensing complaint or child abuse complaint
  2. Agreement that the provider will notify the certifying/licensing agency regarding the provision of respite care where appropriate
  3. Agreement not to exceed capacity at any time
  4. Agreement for the grantee to conduct unannounced site visits
- H. Provide orientation and on-going training to all approved providers.
  1. In-home providers will receive regular supervision.
  2. In-home and out-of-home providers will participate in quarterly trainings.
- I. Target respite provision for neighborhoods with large numbers of RFA families such as the Bayview-Hunters Point, Mission, Western Addition, Potrero Hill and

Oceanview/Merced Heights/Ingleside (OMI). Respite care services will also be extended to RFA families in San Mateo, Alameda and Contra Costa Counties.

- J. Provide outreach to RFA families to ensure maximum utilization of the contract services.
  - 1. Publicize the respite care services program at various venues, including but not limited to: RFA Pre-Service Trainings; RFA family support groups; RFA family events; FCS Unit Meetings; and Community-based Organizations;
  - 2. Develop marketing materials to educate the RFA community, non-profit service providers and others about the respite services offered to RFA families.
- K. Upon referral, respite will be provided at the following:
  - 1. Licensed Family Day Care Homes: Licensed family day care homes will provide respite service days, evenings, overnights, and weekends in the Bayview-Hunter's Point, Visitacion Valley, Western Addition, Potrero Hill, Mission and other SF neighborhoods as needed. Respite services will also be extended to SF RFA families in San Mateo, Alameda and Contra Costa Counties (additional counties may be added at a later date).
  - 2. Resource Family Homes: Respite will be provided in approved resource family homes, including in-home respite at the home of the caregiver requesting respite.
- L. Grantee will prioritize and schedule on the basis of the family's need, the acuity of the family's crisis, and the availability of respite.
- M. Provide a complete and thorough explanation to parents the first time they are referred. The program will discuss the availability of out-of-home and in-home respite care. The parents will be invited to visit respite sites with their children.
- N. Discuss the child(ren)'s special needs, their concerns, transportation issues (i.e. coordination and planning, not direct provision of transportation), and preferences with the caregiver around the type of respite to be provided.
- O. Provide assessment and follow-up:
  - 1. Respite care providers shall provide caregivers with feedback on their child's experience while at respite and, where appropriate, share observations about behavior management techniques the providers discover to be effective with their child(ren).
  - 2. The Grantee shall inform caregivers of additional support services available to them, such as support groups, counseling, and housing support services.
  - 3. The Grantee will follow up with caregivers who fail to show for scheduled respite care.
- P. Provide onsite group respite care on Saturdays to RFA parents attending mandatory training, including not but not limited to SA/HIV trainings, up to 4 times a year and depending upon local health orders.

**V. Location and Time of Services**

Services are provided either in the home of the RFA caregivers or in the home/facility of the respite provider, at the caregiver's request. Services can be provided at any time, based on the availability of the providers.

Respite will be made available on weekdays, evenings, overnights, and weekends year round. Respite services will be available in various locations throughout the city, and San Mateo, Alameda and Contra Costa County. Some in-home respite will be provided in RFA family homes.

**VI. Service Objectives**

A. During each year of the grant period, Grantee will report on progress toward achievement of the following service objectives. Service objectives are annual goals unless otherwise specified.

1. Provide a minimum of **12,750 hours** of respite care.
2. Provide respite care to at least **50 unduplicated** resource families.
3. Provide onsite group respite care on Saturdays to RFA parents attending mandatory training, including not but not limited to SA/HIV trainings, **up to 4 times a year** and depending upon local health orders.
4. Maintain a **pool of at least 10 active respite providers**, including providers who are approved resource caregivers; Spanish speaking; providers who are licensed day care facilities; providers who are willing to provide in-home respite; and providers who are willing to provide out-of-home respite.

**VII. Outcome Objectives**

A. In a written survey approved by FCS and conducted by the Grantee, a minimum of 90% of the RFA parents will indicate:

1. Services addressed the child(ren)'s special needs, transportation issues (i.e. coordination and planning, not direct provision of transportation), and parental concerns and/or preferences around the type of respite care provided.
2. Services significantly reduced the immediate stress on the families.
3. Services helped stabilize and improve the caregiver's family functioning while caring for the child(ren).

**VIII. Grantee Responsibilities**

- A. Grantee is a mandated reporter of child abuse, domestic violence, and elder abuse. Report all incidents of suspected child abuse and neglect as required by law. MOUs with respite providers shall clarify that utilization of the home/center will be suspended during investigation of a complaint/licensing violation.

- B. Adhere to all laws and regulations regarding the use of licensed and certified facilities.
- C. Maintain ongoing communication and consultation with assigned PSW, including updates on services provided, activity participation, case plan progress, and any general issues / concerns that arise.
- D. Provide monitoring and quality assurance of respite services.
- E. Ensure that respite hours are applied equitably to RFA families requesting services.
- F. Maintain a data tracking system that is secure, electronic, and allows for reporting of service objective and outcomes of the contract.
- G. Ensure all staff is TB tested and that documentation of such remains in their personnel file.
- H. Be familiar with FCS practices and policies such as the California Core Practice model. Information on the CPM can be found here:  
<https://calswec.berkeley.edu/programs-and-services/child-welfare-service-training-program/core-practice-model>

## **IX. Grantor Responsibilities**

- A. Conduct assessment (i.e. what's working; what can be improved) as part of continuous quality improvement may include review of feedback provided, focus groups or discussions at Quarterly RFA Caregiver meetings.
- B. Provide assistance with completion of eligibility verification for services.

## **X. Reporting Requirements**

- A. Grantee will report on CARBON within 15 days after completion of each month:
  - i. The number of RFA families that received respite services during the reporting period in each county.
  - ii. The number of children receiving respite services in each county.
  - iii. Demographic information on the identified race/ethnicity of children receiving respite care.
- B. Grantee will provide a cumulative quarterly report of activities, referencing the tasks as described in the scope of work, and the Service and Outcome Objectives. Grantee will enter the quarterly report in CARBON by 30 days after the end of the quarter. Each quarterly report will include the following information:
  - i. Highlights of accomplishments, including client vignettes and success stories.
  - ii. An overview of service delivery and program opportunities and challenges.
- C. Grantee will maintain a Master Client list of all unduplicated clients served during each quarterly reporting period.



- D. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section IV– Description of Services, VII-Service Objectives, and VIII - Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. This report is due in CARBON 30 days after the completion of the program year.
- E. The reports will also be submitted electronically to the following staff:

Johanna Gendelman  
Office of Contract Management  
[Johanna.Gendelman@sfgov.org](mailto:Johanna.Gendelman@sfgov.org)

Casey Schutte  
Program Analyst  
[Casey.Schutte@sfgov.org](mailto:Casey.Schutte@sfgov.org)

**XI. Monitoring Activities**

- A. Program Monitoring: Program monitoring will include review of client eligibility, and all supporting documentation for reporting progress towards meeting service and outcome objectives, along with some or all of the following (1) Direct observation of services to evaluate program quality and participation rates. (2) Review of documentation to demonstrate completion of service and outcome objectives.
- 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.

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2	Appendix B, Page 1					
3						
4	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>					
5	<b>BY PROGRAM</b>					
6	Agency Name: FAMILY SUPPORT SERVICES			Grant Term:		Jul 1, 2022 - Jun 30, 2026
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>					
8	If modification, Effective Date:		Modification No.:			
9	RFP/Grant Name:		Respite Care for RFA Families			
10		<b>FY22-23</b>	<b>FY23-24</b>	<b>FY24-25</b>	<b>FY25-26</b>	<b>Total Budget FY22-26</b>
11	<b>Expenditures</b>					
12	Salaries & Benefits	\$201,679	\$201,679	\$201,679	\$201,679	\$806,717
13	Operating Expenses	\$144,324	\$144,324	\$144,324	\$144,324	\$577,296
14	<b>Subtotal</b>	<b>\$346,003</b>	<b>\$346,003</b>	<b>\$346,003</b>	<b>\$346,003</b>	<b>\$1,384,013</b>
15	Indirect Percentage (%)	18%	18%	18%	18%	18%
16	Indirect Costs (Line 16 X Line 15)	\$62,281	\$62,281	\$62,281	\$62,281	\$249,122
17	Capital Expenses	\$0	\$0	\$0	\$0	\$0
18	Gift Fund Pass Through					\$0
19	<b>Total Expenses</b>	<b>\$408,284</b>	<b>\$408,284</b>	<b>\$408,284</b>	<b>\$408,284</b>	<b>\$1,633,136</b>
20						
21	<b>HSA Revenues</b>					
22	General Fund	\$293,964	\$293,964	\$293,964	\$293,964	\$1,175,856
23	State Fund	\$114,320	\$114,320	\$114,320	\$114,320	\$457,280
24						
25						
26						
27						
28						
29						
30	Total HSA Revenues	\$408,284	\$408,284	\$408,284	\$408,284	\$1,633,136
31						
32	<b>Other Program Revenues</b>					
33						
34						
35						
36						
37						
38	Total Other Program Revenues	\$0	\$0	\$0	\$0	\$0
39						
40						
41	Prepared by: Lanny Suwarno, Director of Finance and Administration			Telephone No.:		Date:
42	<b>HSA Budget Summary</b>					<b>6/7/2022</b>

	B	C	D	E	F	G	H	I	J	K	L
2	Appendix B, Page 2										
3											
4											
5	Program Name:										
6	Respite Care for RFA Families										
7											
8	<b>Salaries &amp; Benefits Detail</b>										
9											
10											
11		<b>Agency Totals</b>		<b>HSA Program</b>		<b>FY22-23</b>	<b>FY23-24</b>	<b>FY24-25</b>	<b>FY25-26</b>	<b>TOTAL FY22-26</b>	
12	<b>POSITION TITLE</b>	<b>Annual</b>	<b>Total</b>	<b>% FTE</b>	<b>Adjusted</b>	<b>Budgeted</b>	<b>Budgeted</b>	<b>Budgeted</b>	<b>Budgeted</b>	<b>Budgeted</b>	
13	Chief Executive Officer	172,734	1.00	3%	3%	\$4,647	\$4,647	\$4,647	\$4,647	\$18,586	
14	Chief Operations Officer	110,917	1.00	13%	13%	\$13,920	\$13,920	\$13,920	\$13,920	\$55,680	
15	Respite Program Director	82,000	1.00	32%	32%	\$26,240	\$26,240	\$26,240	\$26,240	\$104,960	
16	Respite Program Supervisor	62,400	1.00	32%	32%	\$19,968	\$19,968	\$19,968	\$19,968	\$79,872	
17	Respite Program Assistant	45,291	0.80	44%	35%	\$15,943	\$15,943	\$15,943	\$15,943	\$63,770	
18	Child Care Coordinator	46,531	1.00	96%	96%	\$44,670	\$44,670	\$44,670	\$44,670	\$178,679	
19	Family Support Spec /Coord.	40,017	1.00	4%	4%	\$1,601	\$1,601	\$1,601	\$1,601	\$6,403	
20	Family Support Specialist	40,000	1.00	4%	4%	\$1,600	\$1,600	\$1,600	\$1,600	\$6,400	
21	Family Support Specialist	40,000	1.00	4%	4%	\$1,600	\$1,600	\$1,600	\$1,600	\$6,400	
22	Family Support Specialist (Part time)	41,600	1.00	50%	50%	\$20,800	\$20,800	\$20,800	\$20,800	\$83,200	
23	Program Site Manager	50,000	1.00	13%	13%	\$6,250	\$6,250	\$6,250	\$6,250	\$25,000	
24											
25											
26											
27											
28											
29											
30	<b>TOTALS</b>	<b>365,839</b>	<b>7.80</b>	<b>247%</b>	<b>238%</b>	<b>\$157,238</b>	<b>\$157,238</b>	<b>\$157,238</b>	<b>\$157,238</b>	<b>\$628,950</b>	
31											
32	FRINGE BENEFIT RATE					28.3%	28.3%	28.3%	28.3%	28.3%	
33	EMPLOYEE FRINGE BENEFITS					44,442	44,442	44,442	44,442	177,767	
34											
35											
36	<b>TOTAL SALARIES &amp; BENEFITS</b>					<b>\$201,679</b>	<b>\$201,679</b>	<b>\$201,679</b>	<b>\$201,679</b>	<b>\$806,717</b>	
37	HSA Salary & Benefits Detail									6/7/2022	

	B	C	D	E	F	G	H	I
2	Appendix B, Page 3							
3								
4	Program Name:							
5	Respite Care for RFA Families							
6								
7								
8								
9	<u>Expenditure Category</u>		TERM	<b>FY22-23</b>	<b>FY23-24</b>	<b>FY24-25</b>	<b>FY25-26</b>	<b>TOTAL FY22-26</b>
10	Rental of Property			\$20,700	\$20,700	\$20,700	\$20,700	\$82,800
11	Utilities(Elec, Water, Gas, Phone, Garbage)			\$5,000	\$5,000	\$5,000	\$5,000	\$20,000
12	Office Supplies, Postage			\$1,500	\$1,500	\$1,500	\$1,500	\$6,000
13	Building Maintenance Supplies and Repair			\$1,000	\$1,000	\$1,000	\$1,000	\$4,000
14	Printing and Reproduction			\$500	\$500	\$500	\$500	\$2,000
15	Insurance			\$1,500	\$1,500	\$1,500	\$1,500	\$6,000
16	Staff Training			\$1,100	\$1,100	\$1,100	\$1,100	\$4,400
17	Staff Travel-(Local & Out of Town)			\$100	\$100	\$100	\$100	\$400
18	Rental of Equipment			\$800	\$800	\$800	\$800	\$3,200
19	<b>CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE</b>							
20	Out-of-Home Respite Providers			\$105,000	\$105,000	\$105,000	\$105,000	\$420,000
21	Computer Consultants			\$2,400	\$2,400	\$2,400	\$2,400	\$9,600
22								
23	<b>OTHER</b>							
24	Equipment/Furnishings			\$712	\$712	\$712	\$712	\$2,848
25	Equipment Depreciation			\$600	\$600	\$600	\$600	\$2,400
26	Advertising/Recruitment			\$520	\$520	\$520	\$520	\$2,080
27	Memberships, Subscriptions & Publications			\$350	\$350	\$350	\$350	\$1,400
28	Employee Costs			\$200	\$200	\$200	\$200	\$800
29	Meetings/Orientations			\$300	\$300	\$300	\$300	\$1,200
30	Auto Fuel, Repair & Maintenance			\$200	\$200	\$200	\$200	\$800
31	Program Activities & Supplies			\$1,842	\$1,842	\$1,842	\$1,842	\$7,368
32								
33	<b>TOTAL OPERATING EXPENSE</b>			<b>\$144,324</b>	<b>\$144,324</b>	<b>\$144,324</b>	<b>\$144,324</b>	<b>\$577,296</b>
34								
35	HSA Operating Expenses Detail							6/7/2022