



London Breed, Mayor

Department of Human Services
 Department of Disability and Aging Services
 Office of Early Care and Education

Trent Rhorer, Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: JOAN MILLER, DEPUTY DIRECTOR
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *Ja*

DATE: FEBRUARY 7, 2020

SUBJECT: GRANT MODIFICATION: FAMILY SUPPORT SERVICES (NON-PROFIT) FOR PROVISION OF RESPITE CARE FOR RESOURCE FAMILY APPROVED (RFA) FAMILIES AND RESPITE FOR FAMILIES WHO ACCEPT EMERGENCY PLACEMENTS

	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
GRANT TERM:	7/1/17-6/30/20	7/1/19-6/30/22	7/1/17-6/30/22		
GRANT AMOUNT:	\$1,342,542	\$970,347	\$2,312,889	\$231,288	\$2,544,177
ANNUAL AMOUNT:	<u>FY17/18</u> \$356,844	<u>FY 18/19</u> \$497,884	<u>FY 19/20</u> \$501,387	<u>FY 20/21</u> \$478,387	<u>FY 21/22</u> \$478,387
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$1,831,807	\$481,082		\$231,288	\$2,544,177
PERCENTAGE:	72%	28%			100%

The Department of Human Services (DHS) requests authorization to modify and extend the grant agreement with Family Support Services (FSS) for additional funding this year and an additional two years from July 1, 2019 ending on June 30, 2022, in the additional amount of \$970,347 plus a 10% contingency for a revised total amount not to exceed \$2,544,177. The purpose of the grant is to provide respite care to Resource Family Approved (RFA) families and respite for resource families who accept an emergency placement.

Background

Caring for foster children, especially medically fragile foster children, is a demanding task. Respite services for resource families can reduce caregiver stress and improve the care of the children. The Department has been providing respite services to foster parents since 1995, funded by the Specialized Care Incentive and Assistance Program (SCIAP) and the Substance Abuse/HIV foster parent respite

(SA/HIV) program. State SCIAP funds can be used flexibly to meet the needs of foster children. SA/HIV dollars are available to fund respite for caregivers of foster infants, and children up to the age of five, who are prenatally exposed to alcohol and/or drugs or who test HIV positive.

As part of statewide implementation of Continuum of Care Reform, Family and Children's Services (FCS) made additional investments in emergency services for foster children. One of such investments is to recruit more resource families (also known as RFA families) willing to provide shorter-term care to children who have been removed from their home or are in a need of an immediate placement change. These children are immediately placed into the care of a family.

Placements in a family setting play a critical role in helping children feel safe and secure during a stressful and difficult time. Relatives and non-relative extended family members (NREFM) are the preferred resource because this placement type maintains the children's connections with their family and community. One of the main barriers for those resource families to accept emergency placements is lack of immediate access to childcare. This is particularly challenging as many work and are not able to arrange childcare at a moment's notice.

The Department has successfully piloted an emergency respite program with FSS since June 2018 and now wishes to incorporate the pilot program into the main functions of the program. This immediate service provides guaranteed, time-limited respite in order to incentivize relatives and NREFM to accept emergency placements.

Services to be Provided

Grantee will continue to 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 foster homes. They may also be in-home providers. Providers caring for SA/HIV respite children must have completed 36 hours of SA/HIV respite training or similar training provided by the Grantee. Further, Grantee will provide outreach for respite services to RFA families, as well as coordinate services.

FSS will continue to arrange immediate respite to RFA families (primarily relatives and NREFMs) who have accepted an emergency placement. Three slots are reserved at licensed childcare facilities or certified RFA homes at a rate of \$60 a day per slot. The rate will increase by \$20 to \$80 a day once the slot is filled and childcare is provided. Those who accept emergency placements will be allotted no more than 40 hours of respite per child for each placement episode.

Last year, FSS met or exceeded most of their objectives. They provided over 12,000 hours of respite care to 56 children in 38 unduplicated families in the Bay Area. 79% of the families receiving services were located in San Francisco County. To date in the current fiscal year, the Grantee is again on pace to meet most of their outcome objectives. They have thus far provided respite care services to 40 children in 27 unduplicated families. The emergency placement portion of the program has been scaled back for the remaining two fiscal years, to better match the demand.

See Appendix A-2, Scope of Services for details.

Selection

Grantee was selected through Request for Proposals 734, which was released February 8, 2017.

Funding

Funding for this grant is provided by a combination of County General Fund (72%) and State funds (28%).

ATTACHMENTS

Appendix A-2 –Additional Services to be Provided

Appendix B-2 – Calculation of Charges

Appendix A-2 – Services to be Provided
Family Support Services
Respite Services for Resource Family Approved Families
July 1, 2017 – June 30, 2022
Last Update: 1/27/20

I. Purpose of Services

The purpose of respite care is to prevent reoccurrence of child maltreatment, reduce family stress, and stabilize or improve family functioning by providing quality respite care to Resource Family Approved (RFA) families.

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
Grantee	Family Support Services
FCS	Family & Children Services Division
Emergency Respite	Temporary intermittent care, generally less than 24 hours length provided within 24 hours of the request and provided also to families who accept an emergency placement
Exempt Provider	Childcare provider who cares for children of only one family other than his or her own children. Such providers are exempt from state licensing requirements.
Family Child Care	Licensed child care program located in the provider's home
Foster Family Home	Any home in which 24 hour care and supervision are provided in a family setting in the licensee's family residence for not more than six foster children, exclusive of members of the licensee's family home. Maximum number of children cared for is fourteen (14).
Large Family Child (Day) Care	Licensed childcare program located in the provider's home. Maximum number of children cared for is fourteen (14).
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 foster parents or relative caregivers. These services are not provided for the purpose of routine, on-going childcare
DHS	San Francisco Department of Human Services
Immediate Placement	Immediate foster care placements provide shorter-term care for children who may need somewhere to stay at short notice, often immediately following the removal from the home due to safety issues.

III. Target Populations

The target population is RFA families with San Francisco dependents.

IV. Service Description

- a. Grantee will provide on-going recruitment and training of in-home and out-of-home respite care providers. Grantee will maintain and ensure the quality of the respite providers. Respite providers may be licensed childcare centers, licensed day care homes and licensed or certified foster homes. Respite providers may also be in-home providers. Providers caring for SA/HIV respite children must have completed 36 hours of SA/HIV respite training or similar training provided by the Grantee.
- b. Grantee will:
 - i. Ensure that families are matched with providers based on childcare needs, provider availability, family preferences and geographic proximity.
 - ii. Perform site visits of prospective out-of-home respite care providers to check certification and ensure quality of services (for example, examine physical plant, observing provider interaction with the children, review medical emergency plans). The person(s) conducting the site visits shall not have any relationship, familial or otherwise, to prospective care providers. Inform the FCS RFA Program of any problems in level of care, including licensing issues.
 - iii. 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.
 - iv. 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
 2. Agreement that no respite will be provided pending investigation of a licensing complaint or child abuse complaint
 3. Agreement that the provider will notify the certifying/licensing agency regarding the provision of respite care where appropriate
 4. Agreement not to exceed capacity at any time
 5. Agreement for the grantee to conduct unannounced site visits
 - v. 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.
 - vi. 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.

- c. Grantee will provide outreach to RFA families to ensure maximum utilization of the contract services.
 - i. 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;
 - ii. Develop marketing materials to educate the RFA community, non-profit service providers and others about the respite services offered to RFA families.
- d. Upon referral, respite will be provided at the following:
 - i. 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, Visitation 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).
 - ii. Certified Foster Family Homes: Respite will be provided in homes that are certified by the Grantee or the County.
 - iii. Family Homes: In-home respite may be provided in the family's home by approved caregivers.
- e. To assure that clients are served in a timely manner, 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.
- f. The respite program will be thoroughly explained 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.
- g. Grantee will discuss the child(ren)'s special needs, their concerns, transportation issues, and preferences with the parent/s around the type of respite to be provided.
- h. Assessment and follow up:
 - i. 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).
 - ii. The Grantee shall inform caregivers of additional support services available to them, such as support groups, counseling, homeless prevention services, and substance abuse programs.
 - iii. The Grantee will follow up with caregivers who fail to show for scheduled respite care.
- i. Grantee will provide on-sight respite care on Saturdays to RFA parents attending SA/HIV training at 3801 3rd street up to 4 times a year.
- j. Immediate respite: Childcare for RFA parents who accepted immediate foster care placement:
 - i. Grantee will arrange childcare at a licensed care facility or certified RFA home for RFA parents who have accepted an immediate placement of foster child(ren).
 - ii. Those families will be allotted up to 40 hours of respite per placement episode. Exceptions to 40 hours limit will be reviewed upon request and be made only with FCS director's approval.
 - iii. Respite will be provided during the regular business hours (8am-5pm, Monday through Friday) and care outside of these hours may be accommodated **whenever possible** on a case-by-case basis. **Not intended for overnight stay.**

- iv. FCS will review the utilization level and re-evaluate the needs for this program every 6 months. Upon agreement with FCS, Grantee will adjust the number of providers and slots accordingly, as permitted by the funding provided.

V. 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.

VI. Grantee Responsibilities:

Adhere to all laws and regulations regarding the use of licensed and certified facilities.

- a. Ensure all staff is TB tested and that documentation of such remains in their personnel file.
- b. Provide monitoring and quality assurance of respite services.
- c. Ensure that respite hours are applied equitably to RFA families requesting services.
- d. Conduct service satisfaction surveys of the families receiving services after the first respite appointment, and at 90 days.
- e. Grantee is a mandated reporter of child abuse.
- f. Report all incidents of suspected child abuse and neglect as required by law. MOU's with respite providers shall clarify that utilization of the home/center will be suspended during investigation of a complaint/licensing violation.
- g. Be familiar with FCS practices and policies such as the California Core Practice model. Information on the CPM can be found here: <http://calswec.berkeley.edu/California-child-welfare-core-practice-model>

VII. Annual Service Objectives

- a. Provide a minimum of 12,750 hours of respite care.
- b. Provide respite care to at least 45 unduplicated RFA families.
- c. Provide respite care up to four times per year at 3801 3rd Street to RFA families attending SA/HIV training.

The following service objectives apply to the immediate childcare program to provide respite to RFA families who accept emergency placements.

- d. Provide a minimum of 2,000 hours of emergency respite.*
- e. Provide respite care to at least 10 unduplicated RFA families who accept an emergency placement.*

*The annual targets for the respite program for emergency placement families will be reviewed every 6 months and adjusted according to the occupancy rate at the end of each fiscal year.

VIII. Annual Outcome Objectives

- a. In a written survey approved by DHS and conducted by the Grantee, a minimum of 90% of the RFA parents will indicate:
 - i. Services addressed the child(ren)'s special needs, transportation issues, and parental concerns and/or preferences around the type of respite care provided.
 - ii. Services significantly reduced the immediate stress on the families.
 - iii. Services helped stabilize and improve the caregiver's family functioning while caring for the child(ren).

- b. **Immediate placement care:** a minimum of 90% of requests for emergency respite care/childcare will be arranged within 24 hours (excluding requests that come in when the provider is at capacity).

IX. 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.
 - iv. **Immediate placement care:** Report on occupancy rate for the emergency respite care program. (i.e. how many childcare slots were filled during the month).
- b. Grantee will provide quarterly reports that include a narrative highlighting accomplishments and describing challenges.
- c. 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 Contractor. This report is due 45 days after the completion of the program year.
- d. Monthly, Quarterly and Annual Reports will be entered into CARBON.

X. Monitoring Activities

- a. Program Monitoring: Program monitoring will include review of client eligibility, documentation of service delivery, client files and progress toward 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.

HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY

Contractor's Name: **Family Support Services** Term: **7/1/2017 - 6/30/2022**
 (Check One) New Renewal Modification X
 If modification, Effective Date of Mod. 7/1/2019 No. of Mod. 2

Program:	Respite Services and Training & Recruitment Program for Resource Family Approved (RFA) Families					
Budget Reference Page No.(s)	FY17-18	FY18-19	FY19-20	FY 20-21	FY 21-22	Total
Expenditures						
Salaries & Benefits	153,571	185,520	179,657	200,030	200,030	918,809
Operating Expense	140,364	228,394	236,772	205,382	205,382	1,016,294
Subtotal	293,935	413,914	416,430	405,412	405,412	1,935,103
Indirect Percentage (%)	18%	18%	18%	18%	18%	18%
Indirect Cost (Line 16 X Line 15)	52,909	73,970	74,957	72,974	72,974	347,785
Capital Expenditure						
Foster Parent Gift Fund Pass Thru	10,000	10,000	10,000			30,000
Total Expenditures	356,844	497,884	501,387	478,387	478,387	2,312,888
HSA Revenues						
General Fund	178,731	178,731	178,731	272,439	272,439	1,081,071
State Funding	165,073	165,073	165,073	105,948	105,948	707,115
CODB FY16-17	4,336	4,336	4,336			13,008
CODB FY17-18	8,704	17,625	17,625			43,954
CODB FY19-20			10,973			10,973
MCO FY19-20			2,600			2,600
Funding for Pilot Program		132,119	122,049	100,000	100,000	454,168
TOTAL HSA REVENUES	356,844	497,884	501,387	478,387	478,387	2,312,889
Other Revenues						
Total Revenues	356,844	497,884	501,387	478,387	478,387	2,312,889

Prepared by: Lanny Suwarno
 HSA-CO Review Signature: _____
 1/28/2020
 11/15/2007

Program Name:

Respite Services and Training & Recruitment Program for Resource Family Approved (RFA) Families

Salaries & Benefits Detail

POSITION TITLE	Salary	% FTE	or HSA Program		FY17-18	FY18-19	FY 19-20	FY20-21	FY21-22	TOTAL
			% FTE	ed						
Chief Executive Officer	\$158,844	100%	2%	2%	\$1,747	\$4,332	\$4,467	\$4,601	\$4,601	\$19,749
Chief Operations Officer	\$106,986	100%	10%	10%	\$9,899	\$12,993	\$13,383	\$13,784	\$13,784	\$63,843
Respite Program Director	\$76,464	100%	40%	40%	\$30,586	\$31,026	\$25,771	\$26,544	\$26,544	\$140,472
Respite Program Supervisor	\$45,618	100%	40%	40%	\$18,247	\$18,509	\$15,261	\$15,719	\$15,719	\$83,456
Respite Program Assistant	\$41,185	80%	40%	32%	\$13,845	\$14,207	\$15,327	\$15,787	\$15,787	\$74,954
Child Care Coordinator	\$42,789	100%	40%	40%	\$17,904	\$35,491	\$17,894	\$18,431	\$18,431	\$108,150
Family Support Spec /Coord.	\$36,800	100%	40%	40%	\$15,378	\$15,783	\$16,158	\$16,643	\$16,643	\$80,606
Family Support Specialist	\$33,647	100%	17%	17%	\$5,608	\$5,689	\$4,845	\$0	\$0	\$16,142
Family Support Specialist (Vacant)							\$24,540	\$37,758	\$37,758	\$100,056
Family Support Specialist							\$1,488	\$1,505	\$1,505	\$4,499
Family Support Specialist							\$201	\$1,511	\$1,511	\$3,222
Family Support Specialist							\$1,453	\$1,502	\$1,502	\$4,458
Program Site Manager	\$43,924	100%	13%	13%	\$5,491	\$5,570	\$5,009	\$5,237	\$5,237	\$26,544
TOTALS					\$118,705	\$143,600	\$145,799	\$159,023	\$159,023	\$726,150
FRINGE BENEFIT RATE	29%				29%		23%	26%	26%	27%
EMPLOYEE FRINGE BENEFITS					\$34,866	\$41,920	33,858	41,007	41,007	\$192,659
TOTAL SALARIES & BENEFITS	\$0				\$153,571	\$185,520	\$179,657	\$200,030	\$200,030	\$918,809
HSA #2										11/15/2007

Contractor Name:
Family Support Services

Program Name:
Respite Services and Training & Recruitment Program for Resource Family Approved (RFA) Families

Expenditure Category	Current				Proposed			
	FY17-18	FY18-19	FY19-20 CODB+MCO	FY 20-21	FY 21-22	Total		
Rental of Property	\$19,662	\$24,000	\$18,000	21,500	22,100	\$105,262		
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$2,686	\$3,128	\$4,620	\$4,620	\$4,620	\$19,674		
Office Supplies, Postage	\$849	\$900	\$1,200	\$1,200	\$1,200	\$5,349		
Building Maintenance Supplies and Repair	\$678	\$1,982	\$1,200	\$1,200	\$1,200	\$6,260		
Printing and Reproduction	\$1,232	\$1,085	\$1,300	\$1,300	\$1,300	\$6,217		
Insurance	\$732	\$1,100	\$2,700	\$2,700	\$2,700	\$9,932		
Staff Training	\$1,186	\$1,059	\$1,900	\$800	\$500	\$5,445		
Staff Travel-(Local & Out of Town)	\$669	\$775	\$200	\$200	\$200	\$2,044		
Rental of Equipment	\$651	\$936	\$700	\$700	\$700	\$3,687		
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE						\$0		
Out-of-Home Respite Providers	\$108,383	\$109,205	\$109,205	\$109,205	\$109,205	\$545,203		
Computer Consultants	\$1,320	\$1,596	\$2,900	\$2,900	\$2,900	\$11,616		
On-Call		\$12,480	\$23,000	\$15,000	\$15,000	\$65,480		
Respite Care Utilized		\$66,560	\$65,643	\$40,000	\$40,000	\$212,203		
OTHER						\$0		
Equipment/Furnishings < \$1000	\$395	\$1,000	\$1,000	\$800	\$500	\$3,695		
Equipment Depreciation	\$500	\$513	\$1,100	\$1,100	\$1,100	\$4,313		
Advertising/Recruitment	\$75	\$177	\$300	\$300	\$300	\$1,152		
Memberships, Subscriptions & Publications	\$132	\$135	\$100	\$200	\$200	\$767		
Employee Costs	\$126	\$204	\$200	\$200	\$200	\$930		
Meetings/Orientations	\$264	\$296	\$600	\$600	\$600	\$2,360		
Auto Fuel, Repair & Maintenance	\$324	\$550	\$105	\$57	\$57	\$1,093		
Program Activities & Supplies	\$500	\$713	\$800	\$800	\$800	\$3,613		
TOTAL OPERATING EXPENSE	\$140,364	\$228,394	\$236,772	\$205,382	\$205,382	\$1,016,294		

	B	C	D	E	F	G
2	Contractor Name:		Appendix B, Page 4			
3	Family Support Services		Document Date		1/28/2020	
4						
5	Program Name:					
6	Respite Services and Training & Recruitment Program for Resource Family Approved (RFA) Families					
7						
8						
9	Capital Expenditure Detail (Equipment and Remodeling Cost)					
10	EQUIPMENT TERM		FY17-18	1/0/00	1/0/00	TOTAL
11	No.	ITEM/DESCRIPTION				
12						0
13						0
14						0
15						0
16						0
17						0
18						0
19						0
20						0
21	TOTAL EQUIPMENT COST		0	0	0	0
22						
23	R E M O D E L I N G					
24	Description:					0
25						0
26						0
27						0
28						0
29						0
30	TOTAL REMODELING COST		0	0	0	0
31						
32	TOTAL CAPITAL EXPENDITURE		0	0	0	0
33	(Equipment and Remodeling Cost)					
34	HSA #4					1/0/1900