



London Breed, Mayor

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

Trent Rhorer, Executive Director

**MEMORANDUM**

**TO:** AGING & ADULT SERVICES COMMISSION

**THROUGH:** SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

**FROM:** CINDY KAUFFMAN, DEPUTY DIRECTOR  
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JM*

**DATE:** OCTOBER 2, 2019

**SUBJECT:** GRANT MODIFICATION: **GOLDEN GATE SENIOR SERVICES (NON-PROFIT)** FOR AGING & DISABILITY RESOURCE CENTERS (ADRC)

**GRANT TERM:** 7/1/2018-6/30/2020

<b>GRANT AMOUNT:</b>	Current	Modification	Revised	Contingency	Total
	\$156,904	\$10,000	\$166,904	\$16,690	\$183,594

  

<b>ANNUAL AMOUNT</b>	FY 18-19	FY 19-20
	\$83,452	\$83,452

  

<b>Funding Source</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>MODIFICATION:</b>	\$10,000			\$1,000	\$11,000
<b>PERCENTAGE:</b>	100%			100%	100%

The Department of Aging and Adult Services (DAAS) requests authorization to modify the existing grant agreement with Golden Gate Senior Services for the provision of Aging and Adult Resource Centers (ADRC) during the period of July 1, 2018 to June 30, 2020, for an additional amount of \$10,000 plus a 10% contingency for a total amount not to exceed \$183,594.

**Background**

The Aging and Disability Resource Center serves as a one-stop shop for information, referral and assistance services for older people and adults with disabilities. Specifically, ADRCs around the City provide services that assist people to continue living independently in the community, connecting them with long-term services and supports. ADRCs are located throughout the City and each ADRC has trained staff and on-site supervisors. Some districts have multiple sites, depending on the borders of their districts and the availability of appropriate hubs. Each ADRC

must demonstrate the capability to serve older people and adults with disabilities in their supervisory district and neighboring districts, if applicable.

### **Modification**

The funding is a continuation of a Board of Supervisors addback that supports Russian language capacity at Golden Gate Senior Center's Aging and Disability Resource Center.

### **Services to be Provided**

The ADRC provides one-stop shop access to information, assistance and translation services for older people, adults with disabilities, and caregivers at key neighborhood locations. ADRC staff work in multiple sites which are already hubs for older people and adults with disabilities accessing other services. The ADRC staff provide services 5 days a week. An additional Citywide ADRC Coordinator meets with staff employed by ADRC sites on a weekly and monthly basis. This coordinator is responsible for providing training, clinical consultation, and executing an outreach plan for the ADRC sites. Day-to-day supervision is provided by the on-site supervisor of the ADRC. The Citywide ADRC Coordinator and on-site supervisor meet monthly to avoid any issues of dual consultation/support.

### **Performance**

Programmatic monitoring was completed in May 2019, and Golden Gate Senior Center is in compliance. The fiscal and compliance monitoring for fiscal year 2017-2018 was waived because Golden Gate Senior Center met all the requirements for a Good Performance Waiver.

### **Selection**

Grantees were selected through Request for Proposal (RFP) #798 issued April 2018, for Aging and Disability Resource Centers (ADRC).

### **Funding**

Community Service grants will be funded through a combination of Federal and County funds.

## **ATTACHMENTS**

Appendix A-1 – Services to be Provided

Appendix B-1 – Program Budget

**APPENDIX A-1 –SERVICES TO BE PROVIDED  
GOLDEN GATE SENIOR SERVICES  
AGING AND DISABILITIES RESOURCE CENTER (ADRC)**

**July 1, 2018 to June 30, 2020**

The grantee will provide information, assistance and translation services at locations throughout San Francisco, providing crucial support for older people, adults with disabilities and caregivers in the community.

**I. Definitions**

ADRC	Aging and Disability Resource Centers (ADRC) provide a broad spectrum of information including options for long-term services and supports (LTSS) and referrals between a wide array of organizations. ADRCs are located throughout San Francisco and serve people of all ages, disabilities, and income levels.
Adult with Disability	Person 18 years of age or older living with a disability
Assistance	Support of an individual to secure the services required to meet his or her needs. Assistance may include, translation, contacting agencies on behalf of the client, filling out forms, writing letters, making phone calls to set up or confirm appointments, escorting the client to service providers, and conferring with service providers to ensure the client’s needs will be met.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation
Citywide ADRC Coordinator	The Citywide ADRC Coordinator will work with ADRC staff on offering information and referral, assistance, and follow up services in accordance with statewide and national standards. The Citywide ADRC Coordinator is available to meet in a large group format and on an individual basis with ADRC staff.
DAAS	Department of Aging and Adult Services
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.

Follow-Up	To determine the outcome of a referral by contacting the client and/or organizations to which a referral was made.
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.
Grantee	Golden Gate Senior Services
HSA	San Francisco Human Services Agency
Information and Referral	To link individuals with current information, opportunities and services available within their communities. Services include, but are not limited to adult day health care, care giver assistance/support, community services, health and wellness, education, emergency preparedness, employment, financial assistance, government assistance, food/nutrition assistance, housing and shelter, in-home care, legal, safety, recreation, senior centers, translation, Lesbian, Gay, Bisexual, Transgender (LGBT) programs/services and transportation.
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 clients to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
Senior/Older Adult	Person who is 60 years of age or older

SF GetCare (ir2.sfgetcare.com)	A web-based application that provides specific functionalities for contracted agencies to use to perform client intake/assessment/enrollment, record service objectives, run reports, etc.
SOGI Data Collection	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.)
Translation Service	A type of service within ADRC programming. Service units are captured by the number of hours of translation assistance provided to clients that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.
Unduplicated Client (UDC)	A client served in the grantee's ADRC program and reflected in SF GetCare.

## **II. Target Population**

Individuals 60 years of age or older, or individuals between 18 and 59 years of age who are living with a disability. In addition, services must target clients who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need:

- Low-income
- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Lesbian/Gay/Bisexual/Transgender

## **III. Location and Time of Services**

The location for Golden Gate Senior Services: Richmond Senior Center will be located at 6221 Geary Blvd., San Francisco CA 94121. Hours of Operation: Monday-Friday, 8:30am-4:30pm.

## **IV. Description of Services**

Aging and Disability Resource Centers (ADRC) provide information, assistance and translation services at locations throughout San Francisco. ADRCs provide crucial support for many older adults, adults with disabilities and caregivers in the community. ADRCs must provide a minimum of 0.8 FTE staffing.

ADRC services are structured to ensure availability and accessibility in each of the supervisory districts, throughout San Francisco. For example, an ADRC center on a boundary between districts may actually serve both. This may result in multiple ADRCs within a single district with none in a neighboring district. Grantees will be required to serve older adults and adults with disabilities of all ages in the specified supervisory district (or districts).

**ADRC will provide:**

- Client needs assessment;
- Information of services available in the community where client lives. Services include, but are not limited to adult day health care, care giver assistance/support, community services, health and wellness, education, emergency preparedness, employment, financial assistance, government assistance, food/nutrition assistance, housing and shelter, in-home care, legal, safety, recreation, senior centers, translation, LGBT programs/services and transportation;
- Assistance with referrals and applications for the services available to the individual. This may include translation, contacting agencies on behalf of the client, filling out forms, completing on-line referrals, etc.;
- Follow-up to ensure that the individual receives the services needed, and is aware of the opportunities available by contacting the client or service provider.

**ADRC Grantee Responsibilities:**

- Demonstrate an ability to serve younger adults with disabilities and ensure that language needs in their catchment area can be met by their services.
- Designate at least one 0.8 FTE as the ADRC service provider.
- Be responsible for designating back-up staff who can offer services in case of any absence.
- Outreach through presentations and events to spread awareness of both ADRC and DAAS services. Work with Citywide ADRC Coordinator in developing and scheduling outreach events.
- If applicable, based on the location of the ADRC, the ADRC staff will coordinate with the Citywide ADRC Coordinator and the local Housing Authority sites to introduce services to residents through presentations and/or fairs.
- Ensure that ADRC staff has regular use of a computer with internet connection to enter in client data.
- Ensure that ADRC staff and clients have private space to meet that includes a computer to enter in data and research available resources.

## V. Service Objectives

### ADRC Service Objectives:

Each grantee will report on the following service objectives on a quarterly basis:

- Ensure that at least **10%** of the clients served at each ADRC are younger adults with disabilities.
- At least **65%** of individuals served who receive help in filling out applications for a financial benefit (e.g., Renter's/Home Owners Assistance, PG&E financial assistance programs, Medi-Cal, Medicare Part D) will successfully complete the application and note the outcome in SF GetCare.
- At least **one** training or outreach event per quarter to ensure community awareness of DAAS and the ADRC program and services. Grantee may utilize outreach opportunities to supplement and maximize their proposed service goals.

On an annual basis, Golden Gate Senior Services ADRC:

- Will serve **1,080** unduplicated older adults.
- Will serve **120** unduplicated adults with disabilities.
- Will provide **1,160** units of Information and Referral services.
- Will provide **1,300** service units of Assistance.
- Will provide **400** units of Follow-Up services.

## VI. ADRC Outcome Objectives

Outcome objectives are subject to change as the service delivery model is established and/or modified.

- Based on monthly client surveys, created by DAAS, and with a sample size of at least 25% of unduplicated clients, at least 85% of the surveyed clients will report learning of the community resources and/or connection to services.
- Based on monthly client surveys, created by DAAS, and with a sample size of at least 25% of unduplicated clients, at least 85% of the surveyed clients will report they obtained the assistance requested in filling out an application for some type of financial benefit (e.g., Renter's/Home Owner Assistance, PG&E financial assistance programs, Medi-Cal, Medicare Part D, etc.) and will be able to submit the application for the program and/or obtain the financial assistance.
- Based on monthly client surveys, created by DAAS, and with a sample size of at least 10% of new clients utilizing the ADRC services will have heard about the ADRCs from an Outreach event.

## VII. Reporting Requirements

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

- A. Grantee will provide a monthly report of activities, referencing the tasks as described in Section V & VI- Service and Outcome Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month. Monthly service objectives include an unduplicated client count and information and referral, assistance and follow-up service units.
- B. Grantee shall input all required data into SF GetCare on a monthly basis. Grantee is required to input monthly unit of service reports into the Service Recording Tool by the 5th working day of the month for the preceding month.
- C. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month and shall be entered on line to this website link: <https://calmaa.hfa3.org/signin>
- D. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.
- E. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- F. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- G. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports should be sent to the following addresses:

Sara Hofverberg, Program Analyst  
Department of Aging and Adult Services  
1650 Mission St, 5th floor  
San Francisco, CA 94103  
Email address: [Sara.Hofverberg@sfgov.org](mailto:Sara.Hofverberg@sfgov.org)

Ella Lee, Contract Manager (GB18)  
Human Services Agency  
PO Box 7988  
San Francisco, CA 94120  
Email address: [Ella.Lee@sfgov.org](mailto:Ella.Lee@sfgov.org)

## VIII. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance 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 [ir2.sfgetcare.com](http://ir2.sfgetcare.com), 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 the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OOA 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; a board of director list and whether services are provided appropriately according to Sections V and VI.

- 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 BUDGET SUMMARY  
BY PROGRAM**

Name		Term			
Golden Gate Senior Services		7/1/2018 - 6/30/2020			
If modification, Effective Date of Mod. 7/1/2019		No. of Mod.3			
Program: Aging and Disability Resource Centers (ADRC)					
Budget Reference Page No.(s)					
Program Term	7/1/18 - 6/30/19	7/1/19 - 6/30/20			7/1/18 - 6/30/20
	Revised Budget	Budget	Modification	Revised Budget	Total
<b>Expenditures</b>					
Salaries & Benefits	\$71,506	\$62,672	\$9,438	\$72,110	\$143,616
Operating Expenses	\$11,060	\$1,200	(\$742)	\$458	\$11,518
Subtotal	\$82,566	\$63,872	\$8,696	\$72,568	\$155,134
Indirect Percentage (%)	15%	15%		15%	15%
Indirect Cost (Line 16 X Line 15)	\$12,387	\$9,580	\$1,304	\$10,884	\$23,271
Subcontractor/Capital Expenditures					
<b>TOTAL EXPENDITURES</b>	<b>\$94,953</b>	<b>\$73,452</b>	<b>\$10,000</b>	<b>\$83,452</b>	<b>\$178,405</b>
<b>HSA Revenues</b>					
General Fund	\$72,603	\$63,903	\$10,000	\$73,903	\$146,506
CFDA #93.778	\$10,849	\$9,549		\$9,549	\$20,398
<b>Total HSA Revenues</b>	<b>\$83,452</b>	<b>\$73,452</b>	<b>\$10,000</b>	<b>\$83,452</b>	<b>\$166,904</b>
<b>Other Revenues</b>					
<b>TOTAL OTHER REVENUES</b>					
<b>TOTAL REVENUES</b>	<b>\$83,452</b>	<b>\$73,452</b>	<b>\$10,000</b>	<b>\$83,452</b>	<b>\$166,904</b>
Full Time Equivalent (FTE)				1.30	
Prepared by: Kaleda Walling					9/6/2019
HSA-CO Review Signature: _____					
HSA #1					6/4/2018

Golden Gate Senior Services  
Program: Aging and Disability Resource Centers (ADRC)  
(Same as Line 9 on HSA #1)

Salaries & Benefits Detail

Position Title	Agency Totals (FY 19-20)		HSA Program (FY 19-20)		DAAS				
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	7/1/18 - 6/30/19	7/1/19 - 6/30/20			7/1/18 - 6/30/20
					Revised Budget	Budget	Modification	Revised Salary Budget	Total
I&A Specialist I Russian/English	\$45,032	0.75	100%	0.75	\$33,780	\$26,230	\$7,544	\$33,774	\$67,554
I&A Specialist I Cantonese/Mandarin/English	\$46,392	0.50	100%	0.50	\$23,196	\$23,196		\$23,196	\$46,392
RSC Director	\$87,516	1.00	5%	0.05	\$4,140	\$4,140		\$4,140	\$8,280
Totals	\$178,940	2.25	205%	1.30	\$61,116	\$53,566	\$7,544	\$61,110	\$122,226
Fringe Benefit Rate	18%								
Employee Fringe Benefit	\$32,209				\$10,390	\$9,106	\$1,894	\$11,000	\$21,390
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>\$211,149</b>				<b>\$71,506</b>	<b>\$62,672</b>	<b>\$9,438</b>	<b>\$72,110</b>	<b>\$143,616</b>

HSA #2

6/4/2018

Golden Gate Senior Services  
Program: Aging and Disability Resource Centers (ADRC)  
(Same as Line 9 on HSA #1)

**Operating Expense Detail**

Expenditure Category	TERM	7/1/18 - 6/30/19	7/1/19 - 6/30/20			7/1/18 - 6/30/20
		Revised Budget	Budget	Modification	Revised Budget	Total
Rental of Property						
Utilities(Elec, Water, Gas, Phone, Garbage)		\$480	\$480	(\$480)		\$480
Program & Office Supplies		\$580	\$720	(\$262)	\$458	\$1,038
Building Maintenance Supplies and Repair						
Printing and Reproduction						
Insurance						
Staff Training						
Staff Travel-(Local & Out of Town)						
Rental of Equipment						
<u>Consultants</u>						
<u>Other</u>						
<b>TOTAL OPERATING EXPENSE</b>		\$1,060	\$1,200	(\$742)	\$458	\$1,518

HSA #3 6/4/2018