



London Breed, Mayor

Department of Human Services  
Department of Aging and Adult Services

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 *JH*

**DATE:** NOVEMBER 6, 2019

**SUBJECT:** NEW GRANTS: MULTIPLE GRANTEES (NON-PROFIT) for THE PROVISION OF LIMITED TERM HOUSING SUBSIDIES FOR OLDER ADULTS AND ADULTS WITH DISABILITIES

**GRANT TERM(S):** 11/1/19-6/30/21

**GRANT AMOUNTS:** See table below

<b>Source:</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>Funding:</b>	\$2,000,000			\$200,000	\$2,200,000
<b>Percentage</b>	100%				100%

The Department of Aging and Adult Services (DAAS) requests authorization to enter into new grant agreements with the proposed grantees listed below (page 2) for the provision of limited term housing subsidies for older adults and adults with disabilities in the amount of \$2,000,000 plus a 10% contingency for a total amount not to exceed \$2,200,000. The term of the grants will be from November 1, 2019 to June 30, 2021. The purpose of these grants is to provide housing subsidies for older adults and adults with disabilities.

**Background**

The challenge of maintaining safe, affordable housing is ubiquitous in today’s San Francisco. This problem disproportionately affects older adults and adults with disabilities. More than 38% of adults aged 60 years or older live below 200% of the federal poverty level compared to 27% of their younger counterparts. Income and wealth disparities are particularly pronounced among younger adults with disabilities, one third of whom live below 100% of the federal poverty level. This number provides a stark contrast to only one in ten younger adults *without* disabilities living below the poverty level.

**Services to be Provided**

The housing subsidies for older adults and adults with disabilities are funded through a one-time-only Board of Supervisors addback funding of \$2,000,000. The two providers are Q Foundation dba AIDS Housing Alliance/SF and Self-Help for the Elderly.

These housing subsidies shall include the following five components:

- 1) Program infrastructure to administer the program,
- 2) Client identification and eligibility practices and policies,
- 3) Housing subsidy payments,
- 4) Housing subsidy recertification to ensure that clients continue to meet eligibility requirements, and
- 5) Case planning component to ensure that clients can further stabilize their housing situation through connection with support, legal, social, medical, and other services.

With the addback funding, Self Help for the Elderly will provide housing subsidies to 220 unduplicated consumers in FY 19-20 and FY 20-21 and Q Foundation will provide housing subsidies to 110 unduplicated consumers in FY 19-20 and FY 20-21. The difference in the number of unduplicated consumers to be served by these contractors is due to the fact that Self-Help for the Elderly and Q Foundation use different models. Self-Help for the Elderly focuses on people who need immediate emergency help for 6 months or less and Q Foundation tends to serve consumers who need subsidies for longer than 6 months. Thus, Self-Help for the Elderly is able to serve more consumers and Q Foundation is able to provide assistance for a longer period. Also, Self-Help for the Elderly tends to provide more one-time assistance, such as assistance for a one-month duration when someone has a specific crisis, which allows Self-Help for the Elderly to serve a greater number of consumers.

<b>GRANTEE</b>	<b>Fiscal Year (FY) 19-20</b>	<b>Fiscal Year (FY) 20-21 Total Amount</b>	<b>10% Contingency</b>	<b>FY 19-21 Total Not to Exceed Amount</b>
Self-Help for the Elderly	\$381,387	\$618,613	\$100,000	\$1,100,000
Q Foundation dba AIDS Housing Alliance/SF	\$500,000	\$500,000	\$100,000	\$1,100,000
<b>TOTAL</b>	<b>\$881,387</b>	<b>\$1,118,613</b>	<b>\$200,000</b>	<b>\$2,200,000</b>

**Performance**

A Citywide fiscal and compliance monitoring took place in March 2019 for Self-Help for the Elderly and Q Foundation dba AIDS Housing Alliance/SF and both were deemed to be in compliance with fiscal requirements for FY 18/19.

The program monitoring took place for Self Help for the Elderly on May 8, 2019. The program was found to be in compliance with contract requirements. The program monitoring with Q Foundation took place on May 21, 2019. The program was found to be in compliance with contract requirements.

**Grantee Selections**

Self-Help for the Elderly and Q Foundation were selected through RFP #775 issued on November 15, 2017. RFP #775 states that the tentative term is five years through June 30, 2022. These two contracts ended on June 30, 2019 due to limited amount of funding. Through the recent Board of Supervisors addback process, additional funding has become available for those services.

**Funding**

These grants will be funded entirely through City and County General Fund.

**Attachments:**

**Self-Help for the Elderly**

Appendix A – Services to be Provided

Appendix B – Budget

**Q Foundation dba Aids Housing Alliance/SF**

Appendix A – Services to be Provided

Appendix B – Budget

**Appendix A – Services to be Provided  
Self-Help for the Elderly  
Housing Subsidies – Limited Term  
November 1, 2019 through June 30, 2021**

**I. Purpose of Grant**

Seniors and adults with disabilities face an ongoing struggle to maintain stable housing in San Francisco due to increasing rents and a limited supply of safe, affordable housing. These services are intended to prevent homelessness through identifying seniors and adults with disabilities in unstable housing situations and assisting them in stabilizing that housing through the use of subsidies and other resources or services.

**II. Definitions**

Adult with a Disability	Person 18 years of age or older 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.
AMI	Area Median Income, for the area containing San Francisco is a figure established by the United States Department of Housing and Urban Development on an annual basis. The City of San Francisco’s Mayor’s Office on Housing (sf-moh.org) publishes an AMI chart each year.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
DAAS	Department of Aging and Adult Services
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	Self Help for the Elderly
HSA	Human Services Agency of the City and County of San Francisco
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	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, currently at \$36,320 for an individual.

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
OCM	Office of Contract Management, Human Services Agency
OCP	Office of Community Partnerships (Previously Office on the Aging/OOA)
Older Adult	Person who is 60 years of age or older; used interchangeably with “senior.”
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 others.
Senior	Person who is 60 years of age or older; used interchangeably with “older adult”
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. Target Population

Individuals 60 years of age or older or individuals between 18 and 59 years of age that are living with disabilities. 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
- Frail
- Lesbian, Gay, Bisexual, Transgender

Eligibility for Services: To obtain housing subsidies under this program, an individual must meet the following criteria:

- 1) A resident of San Francisco
- 2) Aged 60 and above, or
- 3) Aged 18 to 59 with a disability
- 4) Income at or below 40% of AMI
- 5) Lacking stable housing or at risk for homelessness
- 6) Not currently receiving duplicative housing subsidy services
- 7) Has a need for housing subsidy and is willing to participate in the program

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

Grantee shall provide the following services during the term of this contract:

##### Program Infrastructure

- Administrative assistance, data entry, database maintenance, processing of invoices, and payments to landlords.
- Purchase of service contracts and payment policies.
- Program policies and procedures which include all accounting procedures and reporting functions needed to administer the housing subsidy program.
- A dedicated database to capture care planning, case management, client information tracking, purchased services and dollars spent for clients on housing subsidies.

##### Client Identification and Eligibility

- Policies and procedures clearly defining eligibility criteria, application, decision and award process, recertification process, etc.
- Policies and procedures for waitlists and other program functions as needed.

##### Housing Subsidy Payments

- Rent subsidies shall average \$800 per household, per month. The subsidy should be set at the lowest possible amount needed to stably maintain the household, with a minimum subsidy amount of \$250 per month.
- Each subsidy payment issued will be based on client income and assets. Staff will collect client financial statements such as paystubs, tax return, bank statements, SSI/SSA award letter etc. to calculate the term of subsidy payments and ensure the payment is reasonable, prudent and properly procured.
- Amount of subsidy and length of subsidy will be determined based on the client assessment of need, resources and transition plan for moving off subsidies.

- Based on the client assessment, some will be eligible for a one-time 100% rent subsidy, e.g. if client is accepted into a rental unit but is unable to pay the first month of rent.
- The subsidy goal will be to bring the household income to rent ratio to 30% although the client portion and the rental subsidy will be decided based on assessment, financial resources and need.
- The subsidy check will be addressed directly to the landlord, in a timely manner.
- During the subsidy period program staff will work with the clients to provide additional services that can improve client financial situation, such as building up and improving client's credit history, financial planning, education, landlord/tenant rights consultation, employment service referral, case management, etc.

#### Housing Subsidy Recertification

- Grantee will have policies and procedures describing recertification.
- Program staff will conduct bi-monthly recertification which includes the collection of updated financial statements from program participants to ensure the subsidy is justifiable.
- The recertification process will also look at self-improvement possibilities. That is programs and actions that may improve individual financial management through savings, actively searching for a job or working with a case worker to explore other eligible social benefits and housing options.
- Program staff will conduct home visits in certain cases if there are concerns about the household's compliance.
- In the event that more complex policy or legal issues may arise during the program, grantee will utilize support from long-term partnerships with other community organizations and legal aid agencies to bring solutions to challenges.

#### Case Planning Component

- Program staff will help the client complete an intake form, gather all information needed to complete the assessment, including income, assets, housing situation and risk of housing instability, loss or eviction.
- Program staff is familiar with other community organizations and will assist clients in connecting with other organizations as needed.
- Self-Help staff will work collaboratively with other community organizations presently working with the client and additional ones who can provide specific expertise.
- Entrance into and maintenance of a case plan or contract will be mandatory and clients must show good faith, verifiable efforts in making progress toward short and long-term goals. These goals include but are not limited to:

- Actions to increase income and access to other available resources which help lower overall household expenses.
- Actions to improve credit history and rental stability.
- Efforts to address behavioral health issues that negatively impact housing stability
- Efforts to access more affordable housing, including applying to appropriate wait lists

#### Program Sunset

- Self-Help for the Elderly Housing Subsidies Program is designed to end as of June 30, 2021.
- The program has established policies and procedures for transitioning clients from the program as of the sunset date.
- New subsidy clients will be informed of the short term nature of their subsidy.
- Written notification will be sent to clients prior to program closing.
- During the last six (6) months of the program, the Housing Subsidies Program team will contact and work with individual clients as needed to reassess their overall service needs for promoting stabilized housing, implement referrals to other resources, and support their transition to other available services supporting their needs.

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

Operations will be based at Self-Help for the Elderly's offices at 601 Jackson Street, San Francisco, CA, from 8:30am to 5:15pm, Monday through Friday. The office facilities are fully accessible to seniors and adults with disabilities.

#### **VI. Service Objectives**

Grantee will meet the following service objectives:

- FY 2019/2020: Provide rental subsidies for **100** unduplicated consumers
- FY 2020/2021: Provide rental subsidies for **120** unduplicated consumers
- FY 2019/2020: Provide **600** months of housing subsidies. A unit of service is one monthly subsidy payment.
- FY 2020/2021: Provide **800** months of housing subsidies. A unit of service is one monthly subsidy payment.

#### **VII. Outcome Objectives**

On an annual basis, Grantee will meet the following service objectives:

##### Housing Retention Outcomes

- 85% of clients will remain stably housed 6 months after assistance begins.
- 50% of clients will remain stably housed 6 months after assistance ends.

##### Client Survey Outcomes



- At least 50% of program participants will complete the annual consumer survey.
- At least 75% of subsidy consumers who complete the survey will indicate that they receive the peripheral services, referrals, and other support they need from the agency.
- At least 75% of subsidy consumers who complete the survey will indicate that the subsidy assisted them in being housed stably.

## **VIII. Reporting Requirements**

- A. Grantee will enter into CA GetCare required consumer information using a DAAS provided or approved intake form in a timely manner.
- B. Grantee will enter into the CA GetCare Service Units section all units of service by the 5<sup>th</sup> working day of the month for the preceding month.
- C. Grantee will provide a monthly report of the number of service units in each of the categories of service as described in Section II of this appendix.
- D. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
- E. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by HSA.
- F. Grantee will provide an annual consumer satisfaction survey report to OCP by March 15 each grant year. Survey instrument must be approved by the OCP Program Analyst.
- G. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules.
- H. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee.
- I. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
- J. Grantee will provide Ad Hoc reports as required by the Department.
- K. Quarterly and Annual Reports will be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system.

For assistance with reporting requirements or submission of reports, contact:

Tahir.shaikh@sfgov.org  
 Contract Manager, Office of Contract Management  
 Human Services Agency  
 P.O. Box 7988  
 San Francisco, CA 94120-7988  
 E-mail: Tahir.shaihk@sfgov.org

or

Rick.appleby@sfgov.org  
Program Analyst, Office of Community Partnerships  
Department of Aging and Adult Services  
1650 Mission Street, 5<sup>th</sup> Floor  
San Francisco, CA 94103  
415-355-3644  
Rick.appleby@sfgov.org

## **IX. Monitoring Activities**

- A. 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.

	A	B	C	D
1	Appendix B, Page 1			
2	Document Date: 9/16/2019			
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>			
4	<b>BY PROGRAM</b>			
5	Name			
6	<b>Self-Help for the Elderly</b>			
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Housing Subsidies -Time Limited			
10	Budget Reference Page No.(s)			Total
11	Program Term	11/1/19-6/30/20	7/1/20-6/30/21	11/1/19-6/30/21
12	<b>Expenditures</b>			
13	Salaries & Benefits	\$107,774	\$160,311	\$268,085
14	Operating Expense(Does not include Housing Subsidies amount)	\$13,018	\$17,652	\$30,670
15	<b>Subtotal</b>	<b>\$120,792</b>	<b>\$177,963</b>	<b>\$298,755</b>
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$18,119	\$26,694	\$44,813
18	Capital Expenditure	\$0	\$0	\$0
19	Subsidy Amount	\$242,476	\$413,956	\$656,432
20	<b>Total Expenditures</b>	<b>\$381,387</b>	<b>\$618,613</b>	<b>\$1,000,000</b>
21	<b>HSA Revenues</b>			
22	General Fund	\$381,387	\$618,613	\$1,000,000
23				
24				
25				
26				
27				
28				
29				
30	<b>TOTAL HSA REVENUES</b>	<b>\$381,387</b>	<b>\$618,613</b>	<b>\$1,000,000</b>
31	<b>Other Revenues</b>			
32				
33	Match-In-Kind			
34				
35				
36				
37	<b>Total Revenues</b>	<b>\$381,387</b>	<b>\$618,613</b>	<b>\$1,000,000</b>
38	Full Time Equivalent (FTE)	2.60	2.60	
40	Prepared by: Leny Nair	Telephone No.:		Date 9/16/19
41	HSA-CO Review Signature: _____			
42	HSA #1			

Program Name: Housing Subsidies - Time Limited  
 (Same as Line 9 on HSA #1)

**Salaries & Benefits Detail**

		11/1/19-6/30/20		7/1/20-6/30/21		11/1/19-6/30/21		
12	POSITION TITLE	Agency Totals		For HSA Program		For DHS Program	For DHS Program	TOTAL
		Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE	Budgeted Salary	Budgeted Salary	
13	Housing Program Coordinator	\$52,000	100%	100%	100%	\$34,667	\$52,000	\$86,667
14	Director of Social Service	\$86,486	100%	10%	10%	\$6,486	\$8,649	\$15,135
15	Program Assistant	\$41,600	100%	100%	100%	\$27,733	\$41,600	\$69,333
16	Subsidy Accountant	\$52,000	100%	50%	50%	\$17,333	\$26,000	\$43,333
17								
18								
19								
20								
21								
22								
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25								
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27								
28								
29								
30	TOTALS	\$232,086	4.00	2.60	2.60	\$86,219	\$128,249	\$214,468
31								
32	FRINGE BENEFIT RATE	25%						
33	EMPLOYEE FRINGE BENEFITS	\$58,022				\$21,555	\$32,062	\$53,617
34								
35								
36	TOTAL SALARIES & BENEFITS	\$290,108				\$107,774	\$160,311	\$268,085
37	HSA #2							



**Appendix A – Services to be Provided**  
**Q Foundation**  
**Limited Term Housing Subsidies**  
**November 1, 2019 to June 30, 2021**

**I. Purpose of Grant**

Seniors and adults with disabilities face an ongoing struggle to maintain stable housing in San Francisco due to increasing rents and a limited supply of safe, affordable housing. These services are intended to prevent homelessness through identifying seniors and adults with disabilities in unstable housing situations and assisting them in stabilizing that housing through the use of subsidies and other resources or services.

**II. Definitions**

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Grantee	Q Foundation dba AIDS Housing Alliance
HSA	Human Services Agency of the City and County of San Francisco
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	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, currently at \$36,320 for an individual.
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
OCM	Office of Contract Management, Human Services Agency
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Older Adult	Person who is 60 years of age or older; used interchangeably with the “senior.”
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Senior	Person who is 60 years of age or older; used interchangeably with the “older adult.”
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### III. Target Population

Individuals 60 years of age or older or individuals between 18 and 59 years of age that are living with disabilities. 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
- Frail
- Lesbian, Gay, Bisexual, Transgender

Eligibility for Services: To obtain housing subsidies under this program, an individual must meet the following criteria:

- 1) A resident of San Francisco

- 2) Aged 60 and above, or
- 3) Aged 18 to 59 with a disability
- 4) Income at or below 40% of AMI
- 5) Lacking stable housing or at risk for homelessness
- 6) Not currently receiving duplicative housing subsidy services
- 7) Has a need for housing subsidy and is willing to participate in the program

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

Grantee shall provide the following services during the term of this contract:

##### Program Infrastructure

- Administrative assistance, data entry, database maintenance, processing of invoices and payments to landlords.
- Purchase of service contracts and payment policies.
- Program policies and procedures which include all accounting procedures and reporting functions needed to administer the housing subsidy program.
- A dedicated database to capture care planning, case management, client information tracking, purchased services and dollars spent for clients on housing subsidies.

##### Client Identification and Eligibility

- Policies and procedures clearly defining eligibility criteria, application, decision and award process, and recertification process.
- Policies and procedures for waitlists and other program functions.

##### Housing Subsidy Payments

- Rent subsidies shall average \$800 per household, per month. The subsidy should be set at the lowest possible amount needed to stably maintain the household, with a minimum subsidy amount of \$250 per month.
- The subsidy goal will be to bring the household income to rent ratio to 30% although the client portion and the rental subsidy will be decided based on assessment, financial resources and need.
- A limited number of subsidies above \$800 may be issued in exceptional and/or urgent temporary situations, for a maximum of 6 months, with one extension on a case-by-case basis, and for a maximum subsidy amount of 100% of the rent.
- For those receiving a subsidy above \$800 clear documentation of their eligibility and needs for the increased subsidy should be available, as well as a plan to reduce the subsidy within 6 months.
- Grantee must clearly demonstrate linkages to existing resources for income and other resources.



- Grantee will work to ensure sub-standard housing issues are addressed. When evaluating potential housing, units with serious code violations must be excluded. At a minimum, an apartment inspection checklist will be utilized to ensure that units meet minimum safety guidelines.
- Housing subsidy payments will go directly to the landlord.

Housing Subsidy Recertification:

- The subsidy must be recertified every 6 months at minimum, 3 months for subsidies higher than \$800, and more frequently if there are concerns about the household's non-compliance, lack of progress, or if sub-standard housing or safety issues are present.

Case Planning Component:

- Program staff will help the client complete an intake form, gather all information needed to complete the assessment, including income, assets, and housing situation and risk of housing instability, loss or eviction.
- Program staff will be familiar with other community organizations and assist clients in connecting with other organizations as needed.
- Staff will work collaboratively with other community organizations presently working with the client and additional ones who can provide specific expertise.
- Entrance into and maintenance of a case plan or contract will be mandatory and clients must show good faith, verifiable efforts in making progress toward short and long-term goals. These goals include but are not limited to:
  - Actions to increase income and access to other available resources which help lower overall household expenses.
  - Actions to improve credit history and rental stability.
  - Efforts to address behavioral health issues that negatively impact housing stability
  - Efforts to access more affordable housing, including applying to appropriate wait lists

Program Sunset

- Q Foundation Housing Subsidies Program is designed to end as of June 30, 2021.
- The program will have established policies and procedures for transitioning clients from the program as of the sunset date.
- New clients will be informed of the short-term nature of their subsidy.
- Written notification will be sent to clients prior to program closing.
- During the last six (6) months of the program, the Housing Subsidies Program team will contact and work with individual clients as needed to reassess their overall service needs for promoting stabilized housing,

implement referrals to other resources, and support their transition to other available services supporting their needs.

**V. Location and Time of Services**

Services are delivered at Q Foundation offices, 350 Golden Gate Ave., Suite A, San Francisco, CA 94102. Business hours are Monday - Friday, 10am - 6pm. The office facilities are fully accessible to seniors and adults with physical disabilities.

**VI. Service Objectives**

Grantee will meet the following service objectives:

- FY19/20: Provide housing subsidies for 55 unduplicated consumers. FY20/21: Provide rental subsidies for 55 unduplicated consumers.
- FY19/20: Provide 330 months of housing subsidies. A unit of service is one monthly subsidy payment.
- FY20/21: Provide 660 months of housing subsidies. A unit of service is one monthly subsidy payment.

**VII. Outcome Objectives**

On an annual basis, Grantee will meet the following service objectives:

Housing Retention Outcomes

- 85% of clients will remain stably housed 6 months after assistance begins.
- 50% of clients will remain stably housed 6 months after assistance ends.

Client Satisfaction Outcomes

- At least 50% of program participants will complete the annual consumer survey.
- At least 75% of participants indicate on the consumer satisfaction survey that they receive the peripheral services, referrals, and other support they need from the agency.
- At least 75% of consumers who receive housing subsidy report on the consumer satisfaction survey that the subsidy assisted them in being housed stably.

**VIII. Reporting Requirements**

- A. Grantee will enter into CA GetCare required consumer information using a DAAS provided or approved intake form in a timely manner.
- B. Grantee will enter into the CA GetCare Service Units section all units of service by the 5<sup>th</sup> working day of the month for the preceding month.
- C. Grantee will provide a monthly report of number of service units in each of the categories of service as described in Section II of this appendix.
- D. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. Grantee will

enter the monthly metrics in the CARBON database by the 15th of the following month.

- E. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by HSA.
- F. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year. At least 75% of program participants will complete and return satisfaction surveys.
- G. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules.
- H. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee.
- I. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
- J. Grantee will provide Ad Hoc reports as required by the Department.
- K. Quarterly and Annual Reports will be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system.

For assistance with reporting requirements or submission of reports, contact:

Tahir.shaikh@sfgov.org  
Contract Manager, Office of Contract Management  
Human Services Agency  
P.O. Box 7988  
San Francisco, CA 94120-7988  
E-mail: Tahir.shaikh@sfgov.org

or

Rick.appleby@sfgov.org  
Program Analyst, Office of Community Partnerships  
Department of Aging and Adult Services  
1650 Mission Street, 5th Floor  
San Francisco, CA 94103  
415-355-3644  
[Rick.appleby@sfgov.org](mailto:Rick.appleby@sfgov.org)

## **IX. Monitoring Activities**

A. 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 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; 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.

10/21/2019

**HUMAN SERVICES AGENCY BUDGET SUMMARY  
BY PROGRAM**

Name <b>Q Foundation</b>			
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
If modification, Effective Date of Mod. No. of Mod.			
<b>Program: Housing Subsidies - Time Limited</b>			
Budget Reference Page No.(s)			Total
Program Term	11/1/2019 - 6/30/2020	7/1/2020 - 6/30/2021	11/1/2019-6/30/2021
<b>Expenditures</b>			
Salaries & Benefits	\$63,201	\$63,201	\$126,402
Operating Expense(Does not include Housing Subsidies amount)	\$17,896	\$17,896	\$35,792
Subtotal	\$81,097	\$81,097	\$162,194
Indirect Percentage (%)	15%	15%	15%
Indirect Cost (Line 16 X Line 15)	\$12,165	\$12,165	\$24,330
Subsidy Amount	\$399,787	\$399,787	\$799,574
Subcontractor/Capital Expenditures	\$6,951	\$6,951	\$13,902
<b>TOTAL EXPENDITURES</b>	<b>\$500,000</b>	<b>\$500,000</b>	<b>\$1,000,000</b>
<b>HSA Revenues</b>			
General Fund	\$500,000	\$500,000	\$1,000,000
<b>Total HSA Revenues</b>	<b>\$500,000</b>	<b>\$500,000</b>	<b>\$1,000,000</b>
<b>Other Revenues</b>			
<b>TOTAL OTHER REVENUES</b>			
<b>TOTAL REVENUES</b>	<b>\$500,000</b>	<b>\$500,000</b>	<b>\$1,000,000</b>
Full Time Equivalent (FTE)			
Prepared by: Brian Basinger	Telephone No.: 415-864-2566		
HSA-CO Review Signature:	_____		
HSA #1			

10/21/2019

Q Foundation

Program: Housing Subsidies - Time Limited

(Same as Line 9 on HSA #1)

**Salaries & Benefits Detail**

Position Title	Agency Totals		HSA Program		DAAS		
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	11/1/2019 - 6/30/2020 Budgeted Salary	7/1/2020 - 6/30/2021 Budgeted Salary	Total 11/1/19-6/30/21
ED/ Program Manager (Basinger)	\$200,000	0.60	6.94%	0.04	\$9,398	\$9,398	\$18,796
Housing Program Supervisor (Kirchoff)	\$75,000	1.00	6.94%	0.07	\$5,874	\$5,874	\$11,748
Batch Captain (Larsen)	\$75,000	1.00	6.94%	0.07	\$5,874	\$5,874	\$11,748
Affordable Housing Specialist (Kgatitswe)	\$50,000	1.00	6.94%	0.07	\$3,916	\$3,916	\$7,832
Private Market Housing Specialist	\$60,000	1.00	6.94%	0.07	\$4,699	\$4,699	\$9,398
Subsidy Specialist	\$55,000	1.00	18.90%	0.19	\$10,380	\$10,380	\$20,760
Housing Stabilization Case Manager	\$65,000	1.00	6.94%	0.07	\$5,091	\$5,091	\$10,182
Program Administrator	\$65,000	0.50	6.94%	0.03	\$2,666	\$2,666	\$5,332
Program Assistant (Nykolay)	\$34,320	0.55	6.94%	0.04	\$1,478	\$1,478	\$2,956
<b>Totals</b>	<b>\$679,320</b>	<b>7.65</b>	<b>74%</b>	<b>0.65</b>	<b>\$49,376</b>	<b>\$49,376</b>	<b>\$98,752</b>
Fringe Benefit Rate	28%						
Employee Fringe Benefit	\$190,210				\$13,825	\$13,825	\$27,650
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>\$869,530</b>				<b>\$63,201</b>	<b>\$63,201</b>	<b>\$126,402</b>
HSA #2							

10/21/2019

**Q Foundation****Program: Housing Subsidies - Time Limited**

(Same as Line 9 on HSA #1)

**Operating Expense Detail**

Expenditure Category	TERM	11/1/2019 - 6/30/2020	7/1/2020 - 6/30/2021	Total 11/1/2019-6/30/2021
Rental of Property		\$1,769	\$1,769	\$3,538
Utilities(Elec, Water, Gas, Phone, Garbage)		\$37	\$37	\$74
Office Supplies, Postage		\$1,074	\$1,074	\$2,148
Building Maintenance Supplies and Repair		\$123	\$123	\$246
Printing and Reproduction, mailing		\$75	\$75	\$150
Insurance		\$499	\$499	\$998
Staff Training		\$689	\$689	\$1,378
Staff Travel-(Local & Out of Town)		\$338	\$338	\$676
Telecommunications		\$365	\$365	\$730
Recruiting and Payroll		\$733	\$733	\$1,466
Consultants				
BoxIT-Help Desk Support		\$1,474	\$1,474	\$2,948
JVillalobos, Member Database Development		\$2,798	\$2,798	\$5,596
JEsqivel, CPA. Invoices, Member Checks		\$1,240	\$1,240	\$2,480
Full Stack Developer		\$5,119	\$5,119	\$10,238
Home Visit HQS: JustSF Consulting		\$1,563	\$1,563	\$3,126
Housing Subsidies (No Indirect)		\$399,787	\$399,787	\$799,574
<b>TOTAL OPERATING EXPENSE</b>		<b>\$17,896</b>	<b>\$17,896</b>	<b>\$35,792</b>
HSA #3				

## Q Foundation

## Program: Housing Subsidies - Time Limited

(Same as Line 9 on HSA #1)

## Subcontractor/Capital Expenditures

Subcontractors		Term			Total
			11/1/2019 - 6/30/2020	7/1/2020 - 6/30/2021	11/1/2019- 6/30/2021
Eviction Defense Collaborative - Expanded subsidy coordination access and staffing			\$4,101	\$4,101	\$8,202
TBD-Outcomes Research			\$2,051	\$2,051	\$4,102
Total Subcontractor Cost			\$6,152	\$6,152	\$12,304
<b>Equipment</b>					
Units	Item/Description				
2	computer, equipment, workgroup printer		\$492	\$492	\$984
1	conference table & chairs		\$61	\$61	\$122
2	Filing Cabinets		\$246	\$246	\$492
Total Equipment Cost			\$799	\$799	\$1,598
<b>Remodeling</b>					
Description					
Total Remodeling Cost					
<b>TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE</b>			\$6,951	\$6,951	\$13,902
HSA #4					