

## City and County of San Francisco



London Breed, Mayor

## Human Services Agency

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

Trent Rhorer, Executive Director

## MEMORANDUM

**TO:** DISABILITY & AGING SERVICES COMMISSION

**THROUGH:** SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

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

**DATE:** NOVEMBER 4, 2020

**SUBJECT:** **GRANT RENEWAL: SHANTI PROJECT (NON-PROFIT) FOR THE PROVISION OF ANIMAL BONDING SERVICES FOR LESBIAN, GAY, BISEXUAL, TRANSGENDER, AND QUEER (LGBTQ+) SENIORS AND ADULTS WITH DISABILITIES**

<b>GRANT TERM:</b>	<u>Original</u> 9/1/16- 6/30/17	<u>Renewal</u> 7/1/17- 6/30/18	<u>Current</u> 7/1/18- 12/31/20	<u>Renewal</u> 1/1/21- 6/30/21	<u>Contingency</u>	<u>Total</u> 1/1/21- 6/30/21
<b>GRANT AMOUNT:</b>	\$275,000	\$380,000	\$1,325,644	\$296,840	\$29,684	\$326,524
<b>ANNUAL AMOUNT:</b>	<u>9/1/16- 6/30/17</u>	<u>FY 17/18</u>	<u>FY 18/19</u>	<u>FY 19/20</u>	<u>7/1/20- 12/31/20</u>	<u>1/1/21- 6/30/21</u>
	\$275,000	\$380,000	\$410,125	\$618,679	\$296,840	\$296,840
<b>FUNDING SOURCE</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>	
<b>RENEWAL FUNDING:</b>	\$296,840			\$29,684	\$326,524	
<b>PERCENTAGE:</b>	100%					100%

The Department of Disability and Aging Services (DAS) requests authorization to renew a grant agreement with Shanti Project for the time period beginning January 1, 2021 and ending June 30, 2021, in the amount of \$296,840 plus a 10% contingency, for a total amount not to exceed \$326,524. The purpose of this grant is to provide Animal Bonding Services to Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ+) older adults, adults with disabilities, and older adults who are medically vulnerable.

**Background**

The San Francisco LGBT Aging Policy Task Force was convened in 2012 by the Board of Supervisors to evaluate the needs of LGBTQ+ older adults, to assess the capacity of the current

support system to meet those needs, and to make recommendations to address any unmet needs. Findings from the Task Force report indicate that LGBTQ+ older adults, when compared to those who identify with the heterosexual population, live with higher rates of physical disabilities, are more likely to live alone, and have lower levels of social support and companionship. These factors lead to significantly higher rates of social isolation, depression, anxiety, and suicidal ideation.

The Task Force reviewed services available in San Francisco which address these issues and found such services to be lacking. The Task Force specifically recommended a program design which utilizes care navigation and peer volunteer support models of service delivery which have had a history of success.

In response to the Task Force recommendations, new programming designed to address social isolation in the LGBTQ+ older adults and adults with disabilities community was established in fiscal year 2017/2018. Due to the success of the program, the grant was renewed in May 2018 for FY18-20.

### **Services to be Provided**

Grantee utilizes a service delivery model similar to that of their social isolation prevention program. The program is based on care navigation and peer support volunteers for delivery of animal companion support services and resources.

Care navigators serve as the main points of contact for clients, and provide services which include intake, follow up, ongoing assessment and care coordination, information and referral, and drop-in facilitation. Care navigators also help with the development and utilization of peer support volunteers.

Peer support volunteers provide outreach and supportive services for isolated, underserved LGBTQ+ older adults and adults with disabilities and adults who are medically vulnerable who need pet support services. Use of a peer support network provides a contact-promoting framework for a target population that may be reluctant to seek support services for themselves or their animal companions due to a history of discrimination and marginalization.

Both staff and volunteers work to connect clients and their pets to the pet food bank, pet health and maintenance services, help with walks and exercise for pets, and other assistance as needed.

For more specific information regarding the services to be provided, please refer to the attached Appendix A.

### **Grantee Performance**

Shanti Project is in compliance with programmatic requirements for fiscal year 2019-2020, and fiscal and compliance requirements for fiscal year 2018-2019 for this grant.

### **Grantee Selection**

Grantee was selected through RFP (Request for Proposals) #701, which was issued in May 2016.

**Funding**

This grant will be funded entirely through City and County funds.

**ATTACHMENTS**

- Appendix A Services to be provided
- Appendix B Program Budget
- Appendix F Site Chart

## APPENDIX A: SERVICES TO BE PROVIDED

### Shanti Project / PAWS

#### Animal Bonding Services for Isolated LGBTQ+ Older Adults and Adults with Disabilities

**January 1, 2021 to June 30, 2021**

### I. Purpose

The purpose of this grant is to provide animal bonding services to older adults and adults with disabilities. Pets are a powerful source of companionship and support for their pet owners, but can easily become a difficult responsibility for isolated and vulnerable individuals. Sustaining the human-animal bond can be critical to the health and well-being of those individuals. This grant seeks to address these issues through care navigation, peer support, and pet care resources.

### II. Definitions

Activities of Daily Living (ADL):	Activities of Daily Living, or ADLs, is a term referring to basic self-care tasks. These activities are fundamental in caring for oneself and maintaining independence. ADLs include eating, dressing, transfer, bathing, toileting, and grooming.
Adult with a Disability	A person 18-59 years of age living with a disability.
Care Navigation	Includes the following: intake, follow up, on-going assessment, information and referral, on-going care coordination, matching and support of client-volunteer peer support matches, facilitation of peer support volunteer trainings, facilitation of drop-in services, support group facilitation, peer-based psychosocial support (including practical assistance and emotional support).
DAS	Department of Disability and Aging 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.
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.

Grantee	Shanti Project / Pets Are Wonderful Support (“PAWS”)
HSA	Human Services Agency
IADL	Instrumental Activities of Daily Living are activities related to independent living and include preparing meals, managing money, shopping for groceries or personal items, performing light or heavy housework, doing laundry, and using a telephone.
Isolation	For the purpose of this program, isolation is defined as combination of 2 or more of the following factors: self-reported feelings of isolation, mild to moderate depression, lack of natural or reliable supports, chronic illness or conditions, need for emotional and practical support, lack of engagement with available community-based, natural or social supports, and other additional factors that indicate 1:1 in home and wraparound support would be beneficial.
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	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 consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Medically Vulnerable	At risk for serious medical complications or unnecessary hospitalization because of deficits in three or more Instrumental Activities of Daily Living (IADLs) due to a medical condition.
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.
Older Adult	Person who is 60 years or older, used interchangeably with senior.

OCP	Office of Community Partnerships (Previously Office on the Aging/OOA)
Peer Support	Includes the use of paid staff, student-interns, and peer support volunteers. Peer support services include emotional and practical support via regular interactions with clients such as social visits, accompaniment to appointments or events, and other assistance.
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

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- LGBTQ+
- Low-income
- Non or limited English speaking
- Minority
- Frail

### IV. Eligibility

Funding for this grant is from different sources to serve multiple populations. Program participants must meet one of the following eligibility criteria:

- LGBTQ+ older adults and adults with disabilities with pets, who are socially isolated and who are residents of San Francisco, or
- For the period January 1, 2021 to June 30, 2021, older adults and adults with disabilities with pets, who are medically vulnerable and who are residents of San Francisco.

While not a requirement for the program participation, participants in the program will also be assessed to see if they meet additional eligibility criteria for services under the Community Living Fund program:

- Be willing and able to be living in the community with appropriate supports.
- Have income up to 300% of Federal Poverty Level for a single adult: \$36,180 plus savings/assets of up to \$6,000 (Excluding assets allowed under Medi-Cal).

- Have a demonstrated need for a service and/or resource that will serve to prevent institutionalization or will enable community living.
- Deemed through assessment to be at imminent risk of being institutionalized. In order to be considered “at imminent risk”, an individual must have, at a minimum, one of the following:
  - A functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transfer, bathing, toileting, and grooming; or
  - Have a medical condition that requires a level of care that would be provided in a nursing facility; or
  - Be unable to manage one’s own affairs due to emotional and/or cognitive impairment.

## V. Description of Services / Units of Service

In recognition of the strong support a pet can provide for an isolated or medically vulnerable individual, this program seeks to blend the following proven models of service to both address the social, emotional, practical, and behavioral health needs of isolated LGBTQ+ older adults and medically vulnerable adults, and to provide support to their animal companions.

- A. Care Navigation: Care navigators serve as the main point of contact for clients, and provide services which include but are not limited to intake, follow up, ongoing assessment and care coordination, information and referral, and drop-in facilitation. Care navigators will also help with the development and utilization of peer support volunteers who, in turn, help support clients participating in the program. Care navigators will match peer support volunteers with clients and assist with facilitation and dedication of pet care services and resources, peer support volunteer trainings, and peer-based psychosocial support.

Care navigator qualifications are based on expertise in providing harm reduction-based coordination, advocacy, and/or psychosocial support to at-risk communities, and therefore these positions are not required to have specific licensure or graduate-level training. Care navigators are evaluated for experience and competence in serving severe need populations and targeted communities.

- B. Peer Support: Peer support volunteers provide outreach and supportive services for isolated, underserved LGBTQ+ older adults and adults with disabilities and adults who are medically vulnerable who need pet support services. Use of a peer support network provides an innovative service delivery framework for a LGBTQ+ population that may be reluctant to seek support services for themselves or their animal companions, or for individuals who cannot adequately attend to their own medical treatments or requirements.

Grantee will develop an assessment and training program for peer volunteers prior to matching them to clients. Assessment should include evaluation of a volunteer’s physical and mental health status and ability to provide support as intended by this program element. Training should be comprehensive; suggested topics could include animal care basics, cultural competency, boundaries, Aging 101, the grieving process, suicide ideation, clinical issues (including cognitive impairment), psychosocial issues, harm reduction models, and the peer counseling/support model.

Through intake and assessment, Grantee will determine pet care resources that best fit each client's needs. Current available care options, which are largely leveraged by Shanti from other financial resources, include but are not limited to the following:

- **Pet Food Bank:** Clients are entitled to one visit every 4 weeks. Homebound clients can register for the food delivery program. Prescription food is also available with a vet prescription.
- **Annual Wellness Exam:** Each registered pet may receive one free exam and a set of vaccinations each year at Pets Unlimited. Clients may also qualify for financial assistance with veterinary services, emergency pet services, and diagnostics like x-rays or biopsies.
- **Supportive Pet Care Services:** dog walking (regular exercise for pets whose guardians are homebound); in-home cat care (litterbox maintenance or feeding); transportation (to and from veterinary appointments); emergency foster care (during client emergencies, such as client hospitalization or loss of housing)

While not a requirement for program participation, all consumers entering this program will be assessed for Community Living Fund eligibility. Eligible program participants will be able to access additional funding for purchases of tangible goods such as pet food, pet supplies, medication, and pet health services.

The Community Living Fund focuses on reducing unnecessary institutionalization for older adults and adults with disabilities or significant medical conditions. Recognizing a correlation between reduction of social isolation, animal bonding, and improved health outcomes, the Community Living Fund will support the Animal Bonding Services for Isolated LGBTQ+ Older Adults and Adults with Disabilities Program. This increased financial support will allow the contractor to reduce the waitlist and serve an increased number of consumers.

In delivery of the above program model, the following units of service will be used to help measure program performance:

- 1) Unduplicated Consumers. Grantee will provide services to consumers which consist of the target population.  
UNIT: One unduplicated consumer.
- 2) Care Navigation. Grantee will provide care navigation services, consisting of: intake, follow up, on-going assessment, information and referral, on-going care coordination, matching and support of client-volunteer peer support matches, coordinating pet-focused volunteers to assist with the needs of clients' pets, facilitation of peer support volunteer trainings, facilitation of drop-in services, support group facilitation, peer-based psychosocial support (including practical assistance and emotional support).  
UNIT: One hour of care navigation services.
- 3) Volunteer Recruitment and Development. The service model includes volunteers that are trained and then assigned to work with clients and their pets. Conduct outreach to



draw volunteers who will then undergo formal training and will make a specified minimum time commitment to the program.

UNIT: One volunteer.

- 4) Peer Support. Grantee will provide peer support through the use of paid staff, student-interns, and peer support volunteers. Peer support services include social, emotional, and practical support via regular interactions with clients; and assistance with pets such as walking/exercise, maintenance, administration of medications, and emergency foster care.

UNIT: One hour of peer support to consumers.

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

Details of the sites and operation hours are as attached in the Site Chart (Appendix F)

## **VII. Service Objectives**

**For the period January 1, 2021 – June 30, 2021 the Grantee will:**

- Provide program services for at least **80** unduplicated isolated LGBTQ+ consumers.
- Provide program services for at least **40** unduplicated medically vulnerable consumers.
- Provide at least **743** hours of care navigation to consumers.
- Provide volunteer recruitment and development services to at least **15** volunteers.
- Provide at least **1,350** peer support hours to consumers, delivered by trained peer support volunteers.
- At least **fifty percent** (50%) of consumers will respond to an annual consumer satisfaction survey.
- At least **fifty percent** (50%) of peer support volunteers will respond to an annual consumer satisfaction survey.

## **VIII. Outcome Objectives**

- At least **seventy percent** (70%) of consumers responding to an annual consumer satisfaction survey will report that participation in this program allowed them to keep their animal.
- At least **seventy percent** (70%) of consumers responding to an annual consumer satisfaction survey will indicate that participation in this program helped improve their health and/or well-being.
- At least **seventy percent** (70%) of peer support volunteers responding to an annual consumer satisfaction survey report that their training was comprehensive and helpful to their program role.

- At least **seventy percent** (70%) of consumers will experience reduced isolation or prevention of isolation by their engagement in care navigation, volunteer peer support activities, and animal support services.
- At least **seventy percent** (70%) of CLF eligible consumers participating in this program will report reduced risk for hospitalization due to program participation.

#### **IX. Reporting Requirements**

- A. Grantee will enter into CA-GetCare the consumer data including the Intake Form by the 5<sup>th</sup> working day of the month for the preceding month's services.
- B. Grantee will enter into CA-GetCare all the units of service in the Service Recording Tool by the 5<sup>th</sup> working day of the month for the preceding month.
- C. Monthly reports must be entered into the Contracts Administration, Billing and Reporting Online (CARBON) system for each unit of service delivered during the reporting period for each service listed in Section VI.
- D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 of the following fiscal year. This report must be submitted to the CARBON system.
- E. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules. For specific compliance requirements, please refer to Appendices within the Grant Agreement.
- F. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- G. Grantee will provide an annual consumer satisfaction survey report to OCP by March 15 each grant year.
- H. Grantee will report at the end of the fiscal year the numbers of referrals from PAWS to the Community Living Fund program for intensive case management services.
- I. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by DAS/HSA. The due date for submitting the bi-annual summary report is January 10 and July 10.
- J. Grantee shall develop and deliver ad hoc reports as requested by DAS/HSA.
- K. Grantee will develop and maintain with OCP approval, an updated Site Chart (using the OCP format) with details about the program.
- L. For assistance with reporting requirements or submission of reports, please contact:

Ella Lee, Contract Manager  
Human Services Agency  
P.O. Box 7988  
San Francisco, CA 94120-7988  
E-mail: [ella.lee@sfgov.org](mailto:ella.lee@sfgov.org)

Rick Appleby, Program Analyst  
Office on the Aging  
1650 Mission Street, 5th Floor  
San Francisco, CA 94103  
Email: [rick.appleby@sfgov.org](mailto:rick.appleby@sfgov.org)

**X. 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.

Budget	Appendix B, Page 1 Document Date: October 2020	
<b>HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM</b>		
Name Shanti Project		
(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: Animal Bonding services</b>		
Budget Reference Page No.(s)		Total
Program Term	01/01/21 - 06/30/21	01/01/21 - 06/30/21
<b>DAS Expenditures</b>		
Salaries & Benefits	\$167,175	\$167,175
Operating Expenses	\$90,947	\$90,947
<b>Subtotal</b>	<b>\$258,122</b>	<b>\$258,122</b>
Indirect Percentage (%)	15.00%	15.00%
Indirect Cost	\$38,718	\$38,718
Subcontractor/Capital Expenditures		
<b>Total DAS Expenditures</b>	<b>\$296,840</b>	<b>\$296,840</b>
<b>HSA Revenues</b>		
General Fund	\$296,840	\$296,840
<b>Total HSA Revenue</b>	<b>\$296,840</b>	<b>\$296,840</b>
<b>Other Revenues</b>		
<b>Total Revenue</b>	<b>\$296,840</b>	<b>\$296,840</b>
Full Time Equivalent (FTE)	2.32	2.32
Prepared by:		
HSA-CO Review Signature: _____		
<b>HSA #1</b>		<b>10/25/2016</b>

Program: Animal Bonding services  
 (Same as Line 11 on HSA #1)

Appendix B, Page 2  
 Document Date: October 2020

**Salaries & Benefits Detail**

	Agency Totals		HSA Program		01/01/21 - 06/30/21	01/01/21 - 06/30/21
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE		Budget
<b>DAS Salary</b>						
Program Director	\$80,000	0.50	55.50%	0.28	\$22,200	\$22,200
Food Bank & Facilities Director	\$80,000	0.50	65.00%	0.33	\$26,000	\$26,000
Care Navigators	\$56,420	1.00	69.20%	0.69	\$39,043	\$39,043
Volunteer Coordinator	\$52,163	0.50	20.00%	0.10	\$5,216	\$5,216
Program Admin Assistant	\$50,018	0.50	69.01%	0.35	\$17,259	\$17,259
Food Bank Coordinator	\$52,162	0.50	38.50%	0.19	\$10,041	\$10,041
Deputy Director						
Client Services Coordinator	\$52,162	0.50	38.50%	0.19	\$10,041	\$10,041
Veterinary Billing Administrator	\$54,600	0.50	40.00%	0.20	\$10,920	\$10,920
Totals	\$477,525	4.50	395.71%	2.32	\$140,720	\$140,720
Fringe Benefits Rate	18.80%					
Employee Fringe Benefits	\$89,775				\$26,455	\$26,455
<b>Total Salaries and Benefits</b>	\$567,300				\$167,175	\$167,175

HSA #2

10/25/2016

Program: Animal Bonding services  
(Same as Line 11 on HSA #1)

Appendix B, Page 3  
Document Date: October 2020

### Operating Expense Detail

	Term	01/01/21 - 06/30/21	01/01/21 - 06/30/21
<b>DAS Operating Expenses</b>			
<u>Expenditure Category</u>			
Rental of Property		\$20,429	\$20,429
Utilities (Elec, Water, Gas, Phone, Garbage)		\$2,754	\$2,754
Office Supplies, Postage		\$716	\$716
Building Maintenance Supplies and Repair		\$1,444	\$1,444
Printing and Reproduction			
Insurance		\$798	\$798
Staff Training			
Staff Travel-(Local & Out of Town)			
IT Support		\$2,500	\$2,500
<u>Consultant</u>			
Consultant A			
<u>Other</u>			
Vet Care		\$24,867	\$24,867
Pet Food / Litter (bulk purchase)		\$29,400	\$29,400
Pet Supplies		\$2,140	\$2,140
Client Related Supplies (evaluation, dog washes, etc.)		\$3,000	\$3,000
Client Related Travel			
Other Client Services		\$899	\$899
Other Client Services (i.e.: boarding)			
Veterinary Recruitment and Retention		\$2,000	\$2,000
<b>Total Operating Expenses</b>		<b>\$90,947</b>	<b>\$90,947</b>
<b>HSA #3</b>			<b>10/25/2016</b>

## APPENDIX F - SITE CHART

HSA / DAS / OCP

AGENCY: Shanti Project - Animal Bonding

FISCAL YEAR: 01/01/2021-06/30/2021

CONTRACT MAILING ADDRESS: 730 Polk Street, San Francisco, CA 94109

DIRECTOR: Kaushik Roy, Shanti Executive Director

PHONE No: 415.979.9550

<b>SITES:</b>			
<b>Name of Site</b>	Shanti Project/PAWS		
<b>Address and Zip</b>	3170 23rd Street, San Francisco, CA 94110		
<b>Phone Number</b>	415.674.4770		
<b>Fax Number</b>	415.979.9269		
<b>Neighborhood</b>	Mission		
<b>Person in Charge</b>	Kaushik Roy		
<b>Site Manger</b>	Katherine D'Amato		
<b>Programs Offered at Site</b>	Isolation Prevention, Animal Bonding, Shanti/PAWS Model volunteer training		
<b>Days Open</b>	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thurs <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thurs <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thurs <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun
<b>Hours Open</b>	M-F    10am-6pm Sat    10am-12:30pm		
<b>Hours of <u>scheduled</u> programming</b>	M-F    10am-6pm		
<b>Hours of meal service</b>	N/A		
<b>Annual number of meals at site</b>	N/A		
<b>Annual number of nutrition education unit</b>	N/A		
<b>Average number of meals per day</b>	N/A		
<b>Total number of service days in FY</b>			
<b>Days closed</b>	MLK Jr. Birthday Presidents' Day Memorial Day Independence Day Labor Day Columbus Day (Indigenous Peoples' Day) Veterans' Day Thanksgiving Day and the day after Christmas Day		
<b>ADA Accessible</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No