



Edwin M. Lee, Mayor

Trent Rhorer, Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: SYLVIA DEPORTO, DEPUTY DIRECTOR  
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JCT*

DATE: MAY 19, 2017

SUBJECT: NEW GRANT: **FAMILY SUPPORT SERVICES (NON-PROFIT) TO PROVIDE RESPITE CARE SERVICES AND TRAINING AND RECRUITMENT PROGRAM FOR RESOURCE FAMILY APPROVED (RFA) FAMILIES**

GRANT TERM:	<u>Current</u> 7/1/17- 6/30/20	<u>Contingency</u>	<u>Total</u>		
TOTAL AMOUNT:	\$1,044,420	\$104,442	\$1,148,862		
ANNUAL AMOUNT:	<u>FY17/18</u> \$348,140	<u>FY18/19</u> \$348,140	<u>FY19/20</u> \$348,140		
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$751,982	\$292,438		\$104,442	\$1,148,862
PERCENTAGE:	72%	28%			100%

The Department of Human Services (DHS) requests authorization to enter into a grant agreement with Family Support Services for the time period beginning July 1, 2017 ending on June 30, 2020, in the amount of \$1,044,420 plus a 10% contingency of \$104,442 for a total not to exceed amount of \$1,148,862. The purpose of the grant is to provide respite care to Resource Family Approved (RFA) families and funding for the RFA Family Training and Recruitment Program to enhance recruitment and outreach for potential RFA families and increase participation in the RFA/Parenting for Permanency College.

**Background**

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

(SA/HIV) program. State SCIAP funds can be used flexibly to meet the needs of foster children. SA/HIV dollars are available to fund respite for caregivers of foster infants, and children up to the age of 5, who are prenatally exposed to alcohol and/or drugs or who test HIV positive.

In 2012, the Department established the RFA Family Training and Recruitment Program for the purchase of training and incentive items to enhance recruitment and outreach for potential foster parents, and provide incentives to increase participation of RFA families in the RFA/Parenting for Permanency College and other training events and activities.

### **Services to be Provided**

Grantee will provide on-going recruitment and training of in-home and out-of-home respite care providers as well as maintain and ensure the quality of the respite providers. Respite providers may be licensed childcare centers, licensed day care homes and licensed or certified foster homes. They may also be in-home providers. Providers caring for SA/HIV respite children must have completed 36 hours of SA/HIV respite training or similar training provided by the Grantee. Further, Grantee will provide outreach for respite services to RFA families, as well as coordinate services.

Respite services are designed to reduce caregiver stress and stabilize or improve foster family functioning. These services are not provided for the purpose of routine, on-going child day care. Generally, respite care will be short-term, emergency or intermittent care. A minimum of 12,750 hours of respite care will be provided to a minimum of 35 unduplicated RFA families annually.

Grantee will also serve as a fiscal agent for the administration of the RFA Family Training and Recruitment Program and expenditure of funds to purchase incentive and recruitment items for outreach and training of new and existing RFA families participating in the Parenting for Permanency College.

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

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

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

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

### **Selection**

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

### **Funding**

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

### **ATTACHMENTS**

Appendix A-Services to be Provided (Respite Services)

Appendix A-1 – Services to be Provided (RFA Family Training & Recruitment Program)

Appendix B-Program Budget

**Appendix A – Services to be Provided**  
**Family Support Services**  
**Respite Services for Resource Family Approved Families**  
**July 1, 2017 – June 30, 2020**

**I. Purpose of Services**

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

**II. Definitions**

Capacity	Maximum number of persons authorized to be provided care and supervision at any one time in any licensed facility.
CARBON	Contracts Administration, Reporting and Billing Online database
Grantee	Family Support Services
FCS	Family & Children Services Division
Emergency Respite	Temporary intermittent care, generally less than 24 hours length provided within 24 hours of the request.
Exempt Provider	Childcare provider who cares for children of only one family other than his or her own children. Such providers are exempt from state licensing requirements.
Family Child Care	Licensed child care program located in the provider’s home
Foster Family Home	Any home in which 24 hour care and supervision are provided in a family setting in the licensee’s family residence for not more than six foster children, exclusive of members of the licensee’s family home. Maximum number of children cared for is fourteen (14).
Large Family Child (Day) Care	Licensed child care program located in the provider’s home. Maximum number of children cared for is fourteen (14).
RFA	Resource Family Approval Program which recruits, trains and licenses foster parents and relative caregivers to provide care to court-dependent children from San Francisco.
Respite	Child care services (arranged in advance) intended to provide an interval of rest or relief for foster parents or relative caregivers. These services are not provided for the purpose of routine, on-going childcare
DHS	San Francisco Department of Human Services

### III. Target Populations

The target population is RFA families with San Francisco dependents

### IV. Service Description

- a. Grantee will provide on-going recruitment and training of in-home and out-of-home respite care providers. Grantee will maintain and ensure the quality of the respite providers. Respite providers may be licensed childcare centers, licensed day care homes and licensed or certified foster homes. Respite providers may also be in-home providers. Providers caring for SA/HIV respite children must have completed 36 hours of SA/HIV respite training or similar training provided by the Grantee.
- b. Grantee will:
  - i. Ensure that families are matched with providers based on child care needs, provider availability, family preferences and geographic proximity.
  - ii. Perform site visits of prospective out-of-home respite care providers to check certification and ensure quality of services (for example, examine physical plant, observing provider interaction with the children, review medical emergency plans). The person(s) conducting the site visits shall not have any relationship, familial or otherwise, to prospective care providers. Inform the FCS RFA Program of any problems in level of care, including licensing issues.
  - iii. Ensure that out-of-home providers follow licensing/certification regulations, including ensuring that the providers are not over the capacity indicated in their license or certification.
  - iv. Develop a memorandum of understanding with each out-of-home provider. The agreements will minimally include the following:
    1. Arrangements for reporting licensing complaints to the grantee
    2. Agreement that no respite will be provided pending investigation of a licensing complaint or child abuse complaint
    3. Agreement that the provider will notify the certifying/licensing agency regarding the provision of respite care where appropriate
    4. Agreement not to exceed capacity at any time
    5. Agreement for the grantee to conduct unannounced site visits
  - v. Provide orientation and on-going training to all approved providers.
    1. In-home providers will receive regular supervision.
    2. In-home and out-of-home providers will participate in quarterly trainings.
  - vi. Target respite provision for neighborhoods with large numbers of RFA families such as the Bayview-Hunters Point, Mission, Western Addition, Potrero Hill and Oceanview/Merced Heights/Ingleside (OMI). Respite care services will also be extended to RFA families in San Mateo, Alameda and Contra Costa Counties.

- c. Grantee will provide outreach to RFA families to ensure maximum utilization of the contract services.
  - i. Publicize the respite care services program at various venues, including but not limited to: RFA Pre-Service Trainings; RFA family support groups; RFA family events; FCS Unit Meetings; and, Community-based Organizations;
  - ii. Develop marketing materials to educate the RFA community, non-profit service providers and others about the respite services offered to RFA families.
- d. Upon referral, respite will be provided at the following:
  - i. Licensed Family Day Care Homes: Licensed family day care homes will provide respite service days, evenings, overnights, and weekends in the Bayview-Hunter's Point, Visitation Valley, Western Addition, Potrero Hill, Mission and other SF neighborhoods as needed. Respite services will also be extended to SF RFA families in San Mateo, Alameda and Contra Costa Counties.
  - ii. Certified Foster Family Homes: Respite will be provided in homes that are certified by the Grantee or the County.
  - iii. Family Homes: In-home respite may be provided in the family's home by approved caregivers.
- e. To assure that clients are served in a timely manner, Grantee will prioritize and schedule on the basis of the family's need, the acuity of the family's crisis, and the availability of respite.
- f. The respite program will be thoroughly explained to parents the first time they are referred. The program will discuss the availability of out-of-home and in-home respite care. The parents will be invited to visit respite sites with their children.
- g. Grantee will discuss the child(ren)'s special needs, their concerns, transportation issues, and preferences with the parent/s around the type of respite to be provided.
- h. Assessment and follow up:
  - i. Respite care providers shall provide caregivers with feedback on their child's experience while at respite and, where appropriate, share observations about behavior management techniques the providers discover to be effective with their child(ren).
  - ii. The Grantee shall inform caregivers of additional support services available to them, such as support groups, counseling, homeless prevention services, and substance abuse programs.
  - iii. The Grantee will follow up with caregivers who fail to show for scheduled respite care.
- i. Grantee will provide on-sight respite care on Saturdays to RFA parents attending SA/HIV training at 3801 3<sup>rd</sup> street.

**V. Location and Time of Services**

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

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

**VI. Grantee Responsibilities:**

Adhere to all laws and regulations regarding the use of licensed and certified facilities. To ensure against mixing respite children and more stabilized foster children, respite care slots shall be scheduled in licensed or certified homes only during those periods during which foster children are not in the home. MOU's with providers shall include this expectation. Exceptions shall only be made with the approval of FCS.

- a. Ensure all staff is TB tested and that documentation of such remains in their personnel file.
- b. Provide monitoring and quality assurance of respite services.
- c. Ensure that respite hours are applied equitably to RFA families requesting services.
- d. Conduct service satisfaction surveys of the families receiving services after the first respite appointment, and at 90 days.
- e. Grantee is a mandated reporter of child abuse.
- f. Report all incidents of suspected child abuse and neglect as required by law. MOU's with respite providers shall clarify that utilization of the home/center will be suspended during investigation of a complaint/licensing violation.

**VII. Annual Service Objectives**

- a. Provide a minimum of 12,750 hours of total respite care.
- b. Provide respite care to at least 35 unduplicated RFA families.
- c. Provide respite care up to four times per year at 3801 3<sup>rd</sup> Street to RFA families attending SA/HIV training.

**VIII. Annual Outcome Objectives**

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

- a. Services addressed the child(ren)'s special needs, transportation issues, and parental concerns and/or preferences around the type of respite care provided.
- b. Services significantly reduced the immediate stress on the families.
- c. Services helped stabilize and improve the caregiver's family functioning while caring for the child(ren).

## **IX. Reporting Requirements**

- a. Grantee will report on CARBON within 15 days after completion of each month:
  - i. The number of RFA families that received respite services during the reporting period in each county.
  - ii. The number of children receiving respite services in each county.
  - iii. Demographic information on the identified race/ethnicity of children receiving respite care.
- b. Grantee will provide quarterly reports that include a narrative highlighting accomplishments and describing challenges.
- c. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section IV– Description of Services, VII-Service Objectives, and VIII - Outcome Objectives. This report will also include accomplishments and challenges encountered by the Contractor. This report is due 45 days after the completion of the program year.
- d. Monthly, Quarterly and Annual Reports will be entered into CARBON.

## **X. Monitoring Activities**

- a. Program Monitoring: Program monitoring will include review of client eligibility, documentation of service delivery, client files and progress toward service and outcome objectives.
- b. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**Appendix A-1 – Services to be Provided**  
**Family Support Services**  
**Resource Family Approval (RFA) Family Training and Recruitment Program**  
**July 1, 2017- June 30, 2020**

**I. Purpose of Services**

The purpose of the Resource Family Approval (RFA) Family Training and Recruitment Program is to provide funding for the purchase of training and incentive items for RFA foster parents and relative caregivers to enhance recruitment and outreach for potential RFA families; and, to provide incentives to increase participation in the RFA/Parenting for Permanency College, and other training and event activities for RFA families.

**II. Definitions**

CARBON	Contract Administration, Reporting and Billing Online database
Grantee	Family Support Services
FCS	Family & Children’s Services Division (FCS) of the Human Services Agency
PPC	Parenting for Permanency College
RFA	The Resource Family Approval Program which recruits, trains and licenses foster parents and relative caregivers to provide care to court-dependent children from San Francisco.

**III. Target Populations**

Foster Parents and relative caregiver families who have been licensed through the RFA program.

**IV. Service Description**

Grantee will serve as a fiscal agent for the expenditure of RFA Family Training and Recruitment Program funds to purchase incentive and recruitment items for outreach and training of new and existing RFA families participating in the RFA/Parenting for Permanency College (PPC). These funds will be used for the following purposes:

- i. Incentive Items for trainings and support groups
- ii. Family gift packs for special events
- iii. Gift cards for children and youth for the annual Holiday Event

**V. Grantee Responsibilities**

Grantee will:

- i. Process checks as requested by the FCS Program Support Analyst, per the Grantee fiscal policy, for purchase of incentive and recruitment items.
- ii. Check requests will require a one week turn around, and grantee will issue checks within the week.
- iii. Invoice HSA in the separate line item “RFA Training & Recruitment Program Expense” for expenditure of the program funds.
- iv. Meet quarterly with the FCS Program Support Analyst and the PPC Coordinator to review expenditures of RFA Family Training and Recruitment Program funds.

**VI. Reporting Requirements**

Grantee will provide quarterly reports, due 45 days after completion of each quarter, which identify the number of check requests submitted and the amount remaining of the grant funds. The fourth quarter report will serve as the annual report, and will provide a summary of the number of checks issued for the term of the contract, and RFA program fund expenditure history.

The quarterly and final reports will be entered into CARBON and reviewed by the FCS Program Support Analyst, the HSA Contracts Manager, and HSA fiscal staff.



	A	B	C	D	E
1					Appendix B, Page 1
2					Document Date: 3/6/2017
3	<b>HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY</b>				
4	<b>BY PROGRAM</b>				
5	Contractor's Name			Contract Term	
6	Family Support Services			7/1/2017 - 6/30/2020	
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: Respite Services and Training & Recruitment Program for Resource Family Approved (RFA) Families				
10	Budget Reference Page No.(s)				
11	Program Term	FY 17-18	FY 18-19	FY 19-20	Total
12	<b>Expenditures</b>				
13	Salaries & Benefits	\$149,613	\$149,613	\$149,613	\$448,839
14	Operating Expense	\$136,946	\$136,946	\$136,946	\$410,838
15	<b>Subtotal</b>	<b>\$286,559</b>	<b>\$286,559</b>	<b>\$286,559</b>	<b>\$859,677</b>
16	Indirect Percentage (%)	18%	18%	18%	18%
17	Indirect Cost (Line 16 X Line 15)	\$51,581	\$51,581	\$51,581	\$154,743
18	Capital Expenditure	\$0	\$0	\$0	\$0
19	RFA Family Training and Incentive Pass Through	\$10,000	\$10,000	\$10,000	\$30,000
20	<b>Total Expenditures</b>	<b>\$348,140</b>	<b>\$348,140</b>	<b>\$348,140</b>	<b>\$1,044,420</b>
21	<b>HSA Revenues</b>				
22	General Fund	\$250,661	\$250,661	\$250,661	\$751,983
23	State Funding	\$97,479	\$97,479	\$97,479	\$292,437
24					
25					
26					
27					
28					
29	<b>TOTAL HSA REVENUES</b>	<b>\$348,140</b>	<b>\$348,140</b>	<b>\$348,140</b>	<b>\$1,044,420</b>
30	<b>Other Revenues</b>				
31					
32					
33					
34					
35					
36	<b>Total Revenues</b>	<b>\$348,140</b>	<b>\$348,140</b>	<b>\$348,140</b>	<b>\$1,044,420</b>
37	Over / (Under) Budget	\$0	\$0	\$0	\$0
39	Prepared by: Anne Bolla		Telephone No.:	510-834-2443	Date: 3/6/2017
40	HSA-CO Review Signature: _____				
41	HSA #1				11/15/2007

	A	B	C	D	E	F	G	H	I
1	Contractor Name:							Appendix B, Page 2	
2	Family Support Services							Document Date: 3/6/2017	
3									
4	Program Name:								
5	Respite Services and Training & Recruitment Program for Resource Family Approved (RFA) Families								
6									
7	<b>Salaries &amp; Benefits Detail</b>								
8									
9									
10									
11						FY 17-18	FY 18-19	FY 19-20	FY 17-18
		Agency Totals		For HSA Program		For HSA Program	For HSA Program	For HSA Program	TOTAL
12	POSITION TITLE	Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
13	Deputy Director	\$106,986	100%	10.0%	10.0%	\$10,699	\$10,699	\$10,699	\$32,097
14	Respite Program Director	\$76,464	100%	40.0%	40.0%	\$30,586	\$30,586	\$30,586	\$91,758
15	Respite Program Supervisor	\$45,618	100%	40.0%	40.0%	\$18,247	\$18,247	\$18,247	\$54,741
16	Respite Program Assistant	\$41,185	80%	40.0%	32.0%	\$13,179	\$13,179	\$13,179	\$39,537
17	Child Care Coordinator	\$42,789	100%	40.0%	40.0%	\$17,116	\$17,116	\$17,116	\$51,348
18	Family Support Spec /Coord.	\$36,800	100%	40.0%	40.0%	\$14,720	\$14,720	\$14,720	\$44,160
19	Family Support Specialist	\$33,647	100%	16.67%	16.67%	\$5,608	\$5,608	\$5,608	\$16,824
20	Program Site Manager	\$43,924	100%	12.5%	12.5%	\$5,491	\$5,491	\$5,491	\$16,473
21									\$0
22									\$0
23									\$0
24									\$0
25									\$0
26									\$0
27									\$0
28	TOTALS		7.80	2.39	2.31	\$115,646	\$115,646	\$115,646	\$346,938
29									
30	FRINGE BENEFIT RATE	29.37%							
31	EMPLOYEE FRINGE BENEFITS					\$33,967	\$33,967	\$33,967	\$101,901
32									
33									
34	TOTAL SALARIES & BENEFITS	\$0				\$149,613	\$149,613	\$149,613	\$448,839
35	HSA #2								11/15/2007

	A	B	C	D	E	F	G	H	I	J	K
1	Contractor Name:								Appendix B, Page 3		
2	Family Support Services								Document Date:		3/6/2017
3											
4	Program Name:										
5	Respite Services and Training & Recruitment Program for Resource Family Approved (RFA) Families										
6											
7	<b>Operating Expense Detail</b>										
8											
9											
10											
11											
12	<u>Expenditure Category</u>		<u>TERM</u>	<u>FY 17-18</u>	<u>FY 18-19</u>	<u>FY 19-20</u>				<u>TOTAL</u>	<u>FY 17-18</u>
13	Rental of Property			\$19,662	\$19,662	\$19,662				\$	58,986
14	Utilities(Elec, Water, Gas, Phone, Scavenger)			\$2,686	\$2,686	\$2,686				\$	8,058
15	Office Supplies, Postage			\$659	\$659	\$659				\$	1,977
16	Building Maintenance Supplies and Repair			\$678	\$678	\$678				\$	2,034
17	Printing and Reproduction			\$932	\$932	\$932				\$	2,796
18	Insurance			\$732	\$732	\$732				\$	2,196
19	Staff Training			\$906	\$906	\$906				\$	2,718
20	Staff Travel-(Local & Out of Town)			\$444	\$444	\$444				\$	1,332
21	Rental of Equipment			\$651	\$651	\$651				\$	1,953
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
23	Out-of-Home Respite Providers			\$105,960	\$105,960	\$105,960				\$	317,880
24	Computer Consultants			\$1,320	\$1,320	\$1,320				\$	3,960
25										\$	-
26										\$	-
27										\$	-
28	OTHER										
29	Equipment/Furnishings < \$1000			\$395	\$395	\$395				\$	1,185
30	Equipment Depreciation			\$500	\$500	\$500				\$	1,500
31	Advertising/Recruitment			\$75	\$75	\$75				\$	225
32	Memberships, Subscriptions & Publications			\$132	\$132	\$132				\$	396
33	Employee Costs			\$126	\$126	\$126				\$	378
34	Meetings/Orientations			\$264	\$264	\$264				\$	792
35	Auto Fuel, Repair & Maintenance			\$324	\$324	\$324				\$	972
36	Program Activities & Supplies			\$500	\$500	\$500				\$	1,500
37											
38	TOTAL OPERATING EXPENSE			\$136,946	\$136,946	\$136,946					\$410,838
39	RFA Family Training and Incentive Items			\$10,000	\$10,000	\$10,000					\$30,000
40	HSA #3										11/15/2007