

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 AND AGING SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

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

DATE: DECEMBER 2, 2020

SUBJECT: NEW GRANT: **STEPPINGSTONE (NON-PROFIT)** TO PROVIDE A COMMUNITY SERVICES PROGRAM PILOT

GRANT TERM:	<u>New</u>	<u>Contingency</u>	<u>Not to Exceed</u>		
	1/1/21-6/30/22				
GRANT AMOUNT:	\$278,289	\$27,829	\$306,118		
ANNUAL AMOUNT:	<u>FY20-21</u>	<u>FY21-22</u>			
	\$107,752	\$170,537			
FUNDING:	County	State	Federal	Contingency	Total
PERCENTAGE:	\$278,289			\$27,829	\$306,118
	100%				100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into a new grant agreement with SteppingStone for the period from January 1, 2021 to June 30, 2022, in an amount of \$278,289, plus a 10% contingency for a total amount not to exceed \$306,118. The purpose of the grant is to provide community service programming for LGBTQ+ older adults and LGBTQ+ adults with disabilities enrolled in an adult day health care (ADHC) located in the City and County of San Francisco.

Background

The voters of the City and County of San Francisco passed Proposition I in 2016 which amended the City Charter to establish the Dignity Fund. The Dignity Fund is a guaranteed funding stream to provide needed services and supports for older adults and adults with disabilities. DAS administers the fund with the goal of maximizing self-sufficiency, safety, health, and independence so older adults and adults with disabilities can remain living in the community for

as long as possible and maintain the highest quality of life. Proposition I also outlines a planning process that began in FY 2017-18 that includes an annual allocation plan. The allocation plan in FY 2017-18 contained funding for the development of new community service programs to attract and serve underserved populations.

SteppingStone competitively bid to provide a new community service program for LGBTQ+ older adults and LGBTQ+ adults with disabilities enrolled in an adult day health care (ADHC). LGBTQ+ older adults and LGBTQ+ adults with disabilities have historically faced barriers to accessing affirming care and LGBTQ+ ADHC participants have particular needs and concerns. SteppingStone developed a community service program tailored to meet the needs of LGBTQ+ older adults and LGBTQ+ adults with disabilities enrolled in an ADHC setting and began offering culturally competent activities and programming for their ADHC clients in FY 2018-19.

Services to be Provided

SteppingStone will provide culturally attuned community service programming for LGBTQ+ older adults and LGBTQ+ adults with disabilities enrolled in their ADHC program located in the City and County of San Francisco. The community service programming shall consist of activities and services that focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older adults and adults with disabilities. The programming will maintain or improve the well-being of LGBTQ+ ADHC participants by providing activities and services designed to reduce barriers for engagement, promote LGBTQ+ affirmation, and support LGBTQ+ culturally competent care.

SteppingStone has also been effective at providing modified programming since the City declared a health emergency on March 6, 2020 due to the Coronavirus pandemic and subsequently enacted Coronavirus (COVID-19) Health Orders to protect public health.

For more specific information regarding the service objectives, including the type and number of service units, outcome objectives, and budget, please refer to attached Appendices A and B.

Performance

Program Monitoring: A program monitoring for FY 2019-20 took place on December 12, 2019. There were no findings identified in the program monitoring.

Fiscal Monitoring: A Citywide Fiscal and Compliance Monitoring was conducted in April of 2019. There were no findings identified in the monitoring and the grantee is in compliance with performance and monitoring requirements.

Selection

Grantee was selected through Request for Proposals (RFP) #767, which was competitively bid in August 2017.

Funding

Funding for this grant is provided by local funds, specifically the Dignity Fund.

ATTACHMENTS

Appendix A – Services to be Provided

Appendix B – Budget

Appendix A - Services to be Provided
 North and South of Market Adult Day Health
 DBA SteppingStone
 Community Service Program

January 1, 2021 – June 30, 2022

I. Purpose of Grant

The purpose of this grant is to provide community service programming for LGBTQ+ older adults and LGBTQ+ adults with disabilities enrolled in an adult day health care (ADHC) located in the City and County of San Francisco. The programming will maintain or improve the well-being of LGBTQ+ ADHC participants by providing activities and services designed to support LGBTQ+ participants, reduce barriers for engagement, and promote LGBTQ+ affirmation.

II. Definitions

Grantee	North and South of Market Adult Day Health DBA SteppingStone
Activity Scheduling	A type of service within community service programming. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain or enhance their level of functioning. One service unit of activity scheduling is one hour of a scheduled activity, sponsored by the grantee.
Adult with a Disability	A person 18 -59 years of age living with a disability
ADHC	Adult Day Health Care is a licensed community-based day health program that provides services to older adults and adults with chronic medical, cognitive, or mental health conditions and/or disabilities that are at risk of needing institutional care.
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.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
COVID-19	A contagious respiratory illness caused by infection with a coronavirus, called SARS-CoV-2.
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.
Enhanced Outreach	A type of service within community service programming. One unit of enhanced outreach is one hour dedicated to

	conducting formal outreach efforts and/or providing enhanced services to engage consumers. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc.
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 individuals or others.
Low Income	Having income at or below 300% of the federal poverty line as defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. Eligibility for program enrollment and/or participation is not means tested. Consumers self-report income status.
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
Older Adult	A person who is 60 years of age or older; used interchangeably with the term “senior”
Senior	Person who is 60 years of age or older; used interchangeably with the “older adult”
SF-HSA	Human Services Agency of the City and County of San Francisco.
Social Services /Other	A type of service within community service programming. One unit of social services is one hour of one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, completion of forms/applications, home visits, medical escort services, and emotional support by phone or in person.
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> 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 (<i>Chapter 104, Sections 104.1 through 104.9</i>).
Translation Service	A type of service within community service programming. One unit of translation services is one hour of translation

	assistance for a consumer who cannot speak/read English. Translation services may be used for American Sign Language (ASL), braille, and teleprompting. Examples of translation services include the translation of forms, letters, applications, and phone calls for an individual. It can also include written translation from English of grantee's monthly activity calendars, flyers, as well as verbal translation for group announcements, presentations, etc.
Unduplicated Consumer (UDC)	An individual who participates in the community service program and the grantee reflects consumer participation in CA-GetCare through program enrollment.

III. Target Population

The target population is older adults and adults with disabilities enrolled in an ADHC located in the City and County of San Francisco and identify as LGBTQ+.

Grantee shall additionally target services to members of one or more of the following groups identified as demonstrating the greatest economic and social need:

1. Low income
2. Limited or no English speaking proficiency
3. Minority populations
4. Frail

IV. Eligibility for Services

To participate in the community service program, an individual must meet all of the following criteria:

1. A person who is resident of San Francisco.
2. A person enrolled in an ADHC located in the City and County of San Francisco.
3. A person who is an older adult or an adult with a disability.

V. Location and Time of Services

The grantee will provide community service programming within an ADHC located in the City and County of San Francisco. The grantee determines the location(s) and service time(s) for the program with prior approval from DAS OCP.

VI. Description of Services and Program Requirements

1. Grantee will provide community service programming for LGBTQ+ individuals enrolled in an ADHC located in the City and County of San Francisco. The provision of programming will be within an ADHC setting and culturally attuned to attract LGBTQ+ individuals to participate. Community service programming shall consist of activities and services that focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older adults and adults with disabilities. There are four categories of community service programming.
 - a. Activity Scheduling: Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and

- crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain or enhance their level of functioning.
- b. **Enhanced Outreach:** Formal outreach efforts and/or the provision of enhanced services to engage the target population. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem solving certain barriers to service, i.e., safety issues, transportation needs, etc.
 - c. **Social Services:** The provision of one-to-one assistance to individuals that enables them to resolve problems. Assistance may include information and referral, completion of forms/applications, home visits, medical escort services, and emotional support by phone or in person.
 - d. **Translation Services:** Assistance provided to consumers individually or in a group who cannot speak/read English. Examples of translation services include the translation of forms, letters, applications, and phone calls for an individual. It may include written translation from English of grantee's monthly activity calendars, flyers, as well as verbal translation for group announcements, presentations, etc. American Sign Language (ASL), braille, and teleprompting are included in translation services.
2. Grantee shall ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all the program standards. Grantee will have at least one (1.0) full time equivalent (FTE) of which at least 0.75 FTE will be a single employee whose work time and job description is dedicated to coordinating and delivering community service programming for LGBTQ+ older adults and LGBTQ+ adults with disabilities at the ADHC.
 3. Grantee will develop and maintain LGBTQ+ cultural competency training for staff. Grantee will create an annual training plan. The plan may include subcontract performance agreements and/or memorandum of understandings.
 4. Grantee will develop and maintain an enhanced outreach plan. The plan may include subcontract performance agreements and/or memorandum of understandings.
 5. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the results with DAS OCP by March 15 each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
 6. Grantee shall have policy and procedures that align with city, state, and local regulatory agencies, including the DAS-OCP policy memoranda.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. Grantee shall continue to follow guidance or instructions from health care providers, the Centers for Disease Control and Prevention (CDC), California Department of Public Health (CDPH), and local health departments relating to COVID-19. If there are contradictory requirements between the most current CDC, CDPH, and local health department guidance or health orders, providers should follow the strictest requirements. The grantee shall follow the requirements with the intent to maximize the health and safety of their staff and clients receiving services.
 9. Grantee will offer "Body Dynamics and the Aging Process," a 17-week college level class taught by a City College of San Francisco instructor with an advanced degree and teaching experience in the field of study that teaches strategies for implementing a physical activity program, techniques for stress reduction, and key healthy aging concepts such as nutrition and disease. The grantee will offer the class each college semester that DAS-OCP provides funding for it. The class will be open to any older adult or adult with disabilities interested. A participant will register for the class as a separate activity within the community service program.

VII. Service Objectives

Grantee will enroll at minimum the number of unduplicated consumers and provide the units of service detailed in Table A below:

Table A - Service Objective Summary	FY 20/21	FY 21/22
Unduplicated Consumer (UDC))	18	18
Activity Scheduling	100	100
Enhanced Outreach	75	75
Social Service/Other	525	525
Translation Service Hours	15	15
One (1) unit of service = One (1) hour of service provision		

VIII. Outcome Objectives

Community Service Program

1. Consumers rate the quality of programming and services they received as excellent or good. Target: 85%
2. Consumers feel a greater sense of connection to their community. Target: 85%
3. Consumers feel safe and welcomed by program staff. Target: 85%.

Based on an annual satisfaction survey created by the grantee with input from DAS and with sample size of at least 75% of the unduplicated consumers enrolled in the program.

Body Dynamics and the Aging Process Class

1. Class participants report that the course increased their socialization opportunities and interaction with others. Target: 80%
2. Class participants report increase in knowledge of one or more of the following areas: strategies for implementing a physical activity program, techniques for stress reduction, and/or key healthy aging concepts such as nutrition and disease. Target: 80%

Based on an annual satisfaction survey created by the grantee with input from DAS and with sample size of at least 75% of the participants enrolled in the class.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers using the DAS OCP approved intake form into the CA-GetCare database in accordance to DAS OCP policy memorandum.
2. Grantee will enter into the CA-GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.
3. Grantee will enter monthly reports and metrics into the CARBON database system by the 15th of the following month that includes the following information:
 - Number of unduplicated consumers served
 - Number and type of service units provided

4. Grantee shall develop and deliver bi-annual summary reports of SOGI data collected in the year as requested by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are July 10 and January 10.
5. Grantee will enter the annual outcome objective metrics identified in Section VIII of the Appendix A in the CARBON database by the 15th of the month following the end of the program year.
6. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to SF-HSA no later than July 31 each grant year. The grantee must submit the report in the CARBON system.
7. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
8. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of this training.
9. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.
11. Grantee will assure that services delivered are consistent with professional standards for this service.
12. For assistance with reporting and contract requirements, please contact:

Tiffany Kearney, RD
Program Analyst-DAS OCP
Tiffany.Kearney@sfgov.org

And

Rocio Duenas
Contract Manager
HSA OCM
Rocio.Duenas@sfgov.org

X. Monitoring Activities

1. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; consumer eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how consumer 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; evidence of provision of the California Department of Aging (CDA) Security Awareness training to staff; program operation, which includes a review of a written policies and procedures manual of all DAS OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, hours of operation are current according to the site chart; a board of directors list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool; translation and social services are based on staff hours.

2. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, 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 the Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, MOUs, the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name		Term	
6	North & South of Market Adult Day Health (DBA SteppingStone)		1/1/21-6/30/22	
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: Community Services Program Pilot (Dignity Fund)			
10	Budget Reference Page No.(s)			
11	Program Term	1/1/21-6/30/21	7/1/21-6/30/22	Total 1/1/21-6/30/22
12	Expenditures			
13	Salaries & Benefits	\$44,664	\$89,328	\$133,992
14	Operating Expenses	\$23,833	\$8,565	\$32,398
15	Subtotal	\$68,497	\$97,893	\$166,390
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$10,275	\$14,684	\$24,959
18	Subcontractor/Capital Expenditures	\$28,980	\$57,960	\$86,940
19	Total Expenditures	\$107,752	\$170,537	\$278,289
20	HSA Revenues			
21	General Fund	\$107,752	\$170,537	\$278,289
22				
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$107,752	\$170,537	\$278,289
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$107,752	\$170,537	\$278,288
37	Full Time Equivalent (FTE)			
39	Prepared by:	Telephone No.:		
40	HSA-CO Review Signature:	_____		
41	HSA #1	12/2/2020		

	A	B	C	D	E	F	G	H
1	Appendix B, Page 2							
2								
3	North & South of Market Adult Day Health (DBA SteppingStone)							
4	Program: Community Services Program Pilot (Dignity Fund)							
5								
6								
7	Salaries & Benefits Detail							
8								
9								
10								
11						1/1/21-6/30/21	7/1/21-6/30/22	1/1/21-6/30/22
		Agency Totals		HSA Program		DAS	DAS	TOTAL
		Annual Full TimeSalary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary
12	POSITION TITLE							
13	Project Manager	\$60,674	1.00	80%	0.80	\$24,270	\$48,539	\$72,809
14	Nurse Navigator	\$96,408	0.20	100%	0.20	\$9,641	\$19,282	\$28,923
15	Program Director	\$94,557	1.00	7%	0.07	\$3,309	\$6,619	\$9,928
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30	TOTALS	\$ 251,639	2.20	187%	1.07	\$37,220	\$74,440	\$111,660
31								
32	FRINGE BENEFIT RATE	20%						
33	EMPLOYEE FRINGE BENEFITS	\$50,328				\$7,444	\$14,888	\$22,332
34								
35								
36	TOTAL SALARIES & BENEFITS	\$301,967				\$44,664	\$89,328	\$133,992
37	HSA #2	12/2/2020						

	A	B	C	D	E	F	G	H	I	J
1	Appendix B, Page 3									
2										
3	North & South of Market Adult Day Health (DBA SteppingStone)									
4	Program: Community Services Program Pilot (Dignity Fund)									
5										
6										
7	Operating Expense Detail									
8										
9										
10										
11										
12	<u>Expenditure Category</u>				TERM	<u>1/1/21-6/30/21</u>	<u>7/1/21-6/30/22</u>			TOTAL <u>1/1/21-6/30/22</u>
13	Rental of Property									
14	Utilities(Elec, Water, Gas, Phone, Garbage)									
15	Office Supplies, Postage					\$1,200	\$2,400			\$ 3,600
16	Building Maintenance Supplies and Repair									
17	Printing and Reproduction									
18	Insurance									
19	Staff Training									
20	Staff Travel-(Local & Out of Town)									
21	Rental of Equipment									
22										
23	CONSULTANTS									
24										
25										
26										
27	OTHER									
28	Marketing & Promotion					\$3,083	\$6,165			\$ 9,248
29	Higher Learning					\$19,550				\$ 19,550
30										
31	TOTAL OPERATING EXPENSE					\$ 23,833	\$ 8,565			\$ 32,398
32										
33	HSA #3									12/2/2020

	A	B	C	D	E
1					Appendix B, Page 4
2					
3		North & South of Market Adult Day Health (DBA SteppingStone)			
4		Program: Community Services Program Pilot (Dignity Fund)			
5					
6					
7					
8		Subcontractor/Capital Expenditures			
9					
10		SUBCONTRACTORS	1/1/21-6/30/21	7/1/21-6/30/22	1/1/21-6/30/22
11		Openhouse	\$28,980	\$57,960	\$86,940
12					
13					
14					
15					
16		TOTAL SUBCONTRACTOR COST	\$28,980	\$57,960	\$86,940
17					
18					
19		EQUIPMENT	1/1/21-6/30/21	7/1/21-6/30/22	1/1/21-6/30/22
20	Units	ITEM/DESCRIPTION			
21					
22					
23					
24					
25		TOTAL EQUIPMENT COST	\$0	\$0	\$0
26					
27		OTHER	1/1/21-6/30/21	7/1/21-6/30/22	1/1/21-6/30/22
28		Description:			
29					
30					
31					
32		TOTAL REMODELING COST	\$0	\$0	\$0
33					
34		TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE	\$28,980	\$57,960	\$86,940
35					
36		HSA #4			12/2/2020