



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org

MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: KELLY DEARMAN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: WEDNESDAY, JULY 7 2021

SUBJECT: NEW GRANT: **INSTITUTE ON AGING (NON-PROFIT)** TO PROVIDE THE CENTER FOR ELDERLY SUICIDE PREVENTION (CESP) SERVICE

DS
EL

GRANT TERM: 7/1/2021-6/30/2025

GRANT AMOUNT:	New	Contingency	Total
	\$1,751,408	\$175,141	\$1,926,549

ANNUAL AMOUNT

FY21/22	FY22/23	FY23/24	FY24/25
\$437,852	\$437,852	\$437,852	\$437,852



London Breed
Mayor

Trent Rhorer
Executive Director

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$1,751,408			\$175,141	\$1,926,549
PERCENTAGE:	100%				100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into a grant with Institute on Aging for the period of July 1, 2021 through June 30, 2025, in an amount of \$1,751,408, plus a 10% contingency for a total amount not to exceed \$1,926,549. The purpose of the grant is for the services of the Center for Elderly Suicide Prevention program.



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Background

Suicide rates for older adults have consistently been some of the highest among all groups in the United States. According to the Center for Disease Control’s 2017 Suicide Injury Deaths and Rates per 100,000, the suicide rate for those aged 60+ was 17.12 per 100,000 while the overall rate in the US is 14.48 per 100,000. The suicide rate for those aged 80+ alone was significantly higher at 19.40 per 100,000. The Center for Elderly Suicide Prevention (CESP) program grant is designed to help maintain or improve the well-being of older adults and adults with disabilities who need suicide prevention services.

Services to be Provided

In order to address the suicide rates for older adults, CESP offers a variety of suicide prevention and emotional support services for older adults and adults with disabilities. The services provided include grief education and counseling, informal and formal emotional support, crisis intervention and suicide prevention services, as well as grief and loss education and training for staff at community based organizations. Depending on the service type, the “Friendship Line” is a program in which services are offered in person and/or over the phone.

Selection

Contractor was selected through Request for Proposals #902, which was competitively bid in April 2021

Funding

Funding for this contract is provided through the Dignity Fund

ATTACHMENTS

- Appendix A – Scope of Services
- Appendix B – Budget

APPENDIX A – SERVICES TO BE PROVIDED BY GRANTEE

**THE CENTER FOR ELDERLY SUICIDE PREVENTION (CESP) FOR
OLDER ADULTS AND ADULTS WITH DISABILITIES**

July 1, 2021 – June 30, 2025

I. Purpose of Grant

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities who require suicide prevention services, as well as community outreach and education around suicide prevention. These services include emotional support through the Friendship Line, individual and group grief counseling sessions, and community education via grief education, training, and outreach efforts. The Friendship Line is both a crisis intervention center and a “warm” line for routine phone calls that provide emotional support, medication reminders and well-being check-ins.

II. Definitions

Adult with a Disability	Person 18 years of age or older living with a disability
CBO	Community Based Organization
DAS	Department of Disability and Aging 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.
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	Institute on Aging
HSA	Human Services Agency of 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	Having income at or below 300% of the federal poverty line defined by the U.S Census Bureau 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.
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.
Senior	Person who is 60 years 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 and 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 target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited—English speaking
- Minority
- Frail
- Lesbian/Gay/Bisexual/Transgender

Outgoing calls made by the Friendship Line are limited to people residing in the city and county of San Francisco.

IV. Description of Services

Services include but are not limited to crisis intervention, peer counseling, professional counseling, telephone reassurance, grief counseling, support groups, and information and referral services to appropriate agencies. These services are provided over the phone or on site. Outreach and community trainings are conducted throughout the City.

V. Location and Time of Services

The details of the sites and operation hours will be located in the grant Site Chart (Appendix F).

VI. Contractor Responsibilities/Definitions of Units of Service

During the term of the grant, the Grantee will provide the following services: grief education, training, community outreach, crisis intervention/suicide prevention (via the Friendship Line), formal and informal emotional support, and group and individual grief counseling services.

Grief Education, Training, & Community Outreach

Education and outreach to community based organizations (CBO) and the community at large through education, trainings, and community outreach on topics relating to grief, loss, suicide prevention, and other aging issues provided by the Grantee.

UNIT: One Hour

UNIT: One Participant

Crisis Intervention/Suicide Prevention

Interventions provided to consumers over the phone who may be depressed, bereaved, isolated, alone, suffer from substance use and/or suicidal.

UNIT: One Intervention

Informal Emotional Support

Consumers who are in distress due to chronic, progressive mental health problems will find comfort and support through contacting this program via phone on the Friendship Line. Consumers call as needed.

UNIT: One Participant

Formal Emotional Support

Consumers enrolled in this program will be formally assessed and receive outreach calls weekly and up to a daily basis for emotional support in order to help them remain in their own home, avoid unnecessary hospital visits and

medical contacts and increase self-reported wellbeing and feelings of social connectedness. The emotional support call is also a source for health monitoring and assessment.

UNIT: One Participant

Grief Counseling: Individual Support

Consumers needing support for traumatic loss can be seen on an individual basis.

UNIT: One Individual Session

UNIT: One Participant

Grief Counseling: Groups

Consumers can be seen for traumatic loss support in groups such as (a) structured groups; (b) weekly drop-in groups; or (c) monthly drop-in groups.

UNIT: One Group Session

UNIT: One Participant

VII. Service Objectives

The Grantee will provide the following services on an annual basis during the term of this contract:

- Number of unduplicated consumers provided suicide prevention and emotional support services: 975 (sum of unduplicated clients from the below categories: participants from grief education, training, and community outreach, consumers who accessed formal and informal emotional support, individuals who received group and individual grief counseling).
- Number of hours of grief education, training, & community outreach: **25**
- Number of participants provided grief education, training, and community outreach: **600**
- Number of crisis-/suicide prevention interventions: **400**
- Number of unduplicated consumers provided informal emotional support: **150**
- Number of unduplicated consumers provided formal emotional support: **150**
- Number of individual grief counseling sessions provided to consumers: **150**
- Number of individuals receiving grief counseling sessions: **50**
- Number of grief counseling group sessions provided to consumers: **50**

- Number of individuals receiving grief group counseling sessions: **25**

VIII. Outcome Objective

- 85% of participants completing a survey who received grief group counseling will report having come away with an increased understanding on how to cope with their grief/loss.
- 85% of participants completing a survey receiving formal emotional support phone calls will rate the services they received from the Friendship Line as good or excellent.
- 85% of participants completing a survey receiving emotional support phone calls will state that they would recommend Friendship Line services to a friend or family member.
- 85% of professionals, students, interns, volunteers responding to a satisfaction survey who attended educational trainings will report an increase in knowledge of grief, loss, suicide and depression issues in the older adult and adult with disabilities population they serve.

IX. Reporting and Other Requirements

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

- A. The Grantee will enter consumers' data into CA GetCare.
- B. The grantee will enter into the CA Getcare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office of Community Partnership staff by March 15th of each grant year.
- E. 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 each grant year. This report must be submitted to the CARBON system.
- F. A minimum of 35% of contracted unduplicated participants will respond to an annual consumer satisfaction survey administered according to HSA guidelines.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA.

- H. 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.
- I. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10 (for July 1 – December 31 data) and July 10 (for January 1 – June 30 data).
- J. Grantee will develop and maintain with OCP’s approval, an updated Site Chart (using OCP’s format) with details about the program.
- K. The Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules.
- L. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports should be sent to the following addresses:

Melissa McGee
Program Manager
Human Service Agency
PO Box 7988
San Francisco, CA 94120
Melissa.McGee@sfgov.org

or

Patrick Garcia
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120
Patrick.Garcia@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, organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; clinical supervision of volunteers, program operation, which includes a review of a written policies and procedures manual of all DAS funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director lists and whether services are provided appropriately according to Sections 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 and HIPAA requirements

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Name

Institute on Aging

(Check One) New Renewal Modification
If modification, Effective Date of Mod. _____ No. of Mod. _____

Program: Suicide Prevention Services

Budget Reference Page No.(s)					
Program Term	FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
DAS Expenditures					
Salaries & Benefits	\$353,793	\$353,793	\$353,793	\$353,793	\$1,415,172
Operating Expenses	\$26,948	\$26,948	\$26,948	\$26,948	\$107,792
Subtotal	\$380,741	\$380,741	\$380,741	\$380,741	\$1,522,964
Indirect Percentage (%)	15.00%	15.00%	15.00%	15.00%	15.00%
Indirect Cost	\$57,111	\$57,111	\$57,111	\$57,111	\$228,444
Capital/Subcontractor Expenditures					
Total DAS Expenditures	\$437,852	\$437,852	\$437,852	\$437,852	\$1,751,408
Non DAS Expenditures					
Salaries & Benefits					
Operating Expenses					
Capital/Subcontractor Expenditures					
Total Non DAS Expenditures					
TOTAL DAS AND NON DAS EXPEDITURES	\$437,852	\$437,852	\$437,852	\$437,852	\$1,751,408
DAS Revenues					
General Fund	\$437,852	\$437,852	\$437,852	\$437,852	\$1,751,408
Federal Fund					
State Fund					
Total DAS Revenue	\$437,852	\$437,852	\$437,852	\$437,852	\$1,751,408
Non DAS Revenues					
Project Income					
Agency Cash- Fundraising					
Agency In-kind Volunteer					
Total Non DAS Revenue					
TOTAL DAS AND NON DAS REVENUE	\$437,852	\$437,852	\$437,852	\$437,852	\$1,751,408
Full Time Equivalent (FTE)	8.00	8.00	8.00	8.00	32.00
Prepared by:					Date: 5/10/18
HSA-CO Review Signature:	_____				
HSA #1					10/25/2016

Program: Suicide Prevention Services
 (Same as Line 11 on HSA #1)

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 Document Date: June 2021

Salaries & Benefits Detail

DAS Salaries & Benefits		Agency Totals		HSA Program		FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
Position Title	Name	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
CESP Director	Patrick Arbore	\$110,849	1.00	50.00%	0.50	\$55,425	\$55,425	\$55,425	\$55,425	\$221,700
Friendship Line Director	Michael Beco	\$100,000	1.00	20.00%	0.20	\$20,000	\$20,000	\$20,000	\$20,000	\$80,000
Volunteer Supervisor	Jaime Iniguez	\$70,000	1.00	50.00%	0.50	\$35,000	\$35,000	\$35,000	\$35,000	\$140,000
Counselor I	Christy Liu	\$45,760	1.00	100.00%	1.00	\$45,760	\$45,760	\$45,760	\$45,760	\$183,040
Counselor II	Annette Fowler	\$45,760	1.00	100.00%	1.00	\$45,760	\$45,760	\$45,760	\$45,760	\$183,040
Counselor III	To Be Hired	\$45,760	1.00	80.00%	0.80	\$36,608	\$36,608	\$36,608	\$36,608	\$146,432
FL Coordinator	James Whelan	\$52,312	1.00	50.00%	0.50	\$26,156	\$26,156	\$26,156	\$26,156	\$104,624
Call Center manager	Jason Muscat	\$91,627	1.00	20.00%	0.20	\$18,325	\$18,325	\$18,325	\$18,325	\$73,300
Totals		\$562,068	8.00	470.00%	4.70	\$283,034	\$283,034	\$283,034	\$283,034	\$1,132,136
Fringe Benefits Rate		25.00%								
Employee Fringe Benefits		\$140,517				\$70,759	\$70,759	\$70,759	\$70,759	\$283,036
Total DAS Salaries and Benefits		\$702,585				\$353,793	\$353,793	\$353,793	\$353,793	\$1,415,172
Total DAS and Non DAS Salaries and Benefits		\$702,585				\$353,793	\$353,793	\$353,793	\$353,793	\$1,415,172
HSA #2										10/25/2016

Program: Suicide Prevention Services
 (Same as Line 11 on HSA #1)

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 Document Date: June 2021

Operating Expense Detail

	<u>FY 21/22</u>	<u>FY 22/23</u>	<u>FY 23/24</u>	<u>FY 24/25</u>	<u>Total</u>
DAS Operating Expenses					
<u>Expenditure Category</u>					
Rental of Property	\$12,000	\$12,000	\$12,000	\$12,000	\$48,000
Utilities (Elec, Water, Gas, Phone, Garbage)	\$4,390	\$4,390	\$4,390	\$4,390	\$17,560
Office Supplies, Postage	\$4,440	\$4,440	\$4,440	\$4,440	\$17,760
Building Maintenance Supplies and Repair					
Printing and Reproduction					
Insurance	\$2,000	\$2,000	\$2,000	\$2,000	\$8,000
Staff Training					
Staff Travel-(Local & Out of Town)					
Rental of Equipment					
<u>Consultant</u>					
Consultant A					
<u>Other</u>					
volunteer costs/ background check	\$1,318	\$1,318	\$1,318	\$1,318	\$5,272
licensing/ fees	\$2,800	\$2,800	\$2,800	\$2,800	\$11,200
Total DAS Operating Expenses	\$26,948	\$26,948	\$26,948	\$26,948	\$107,792
Total DAS and Non DAS Operating Expenses	\$26,948	\$26,948	\$26,948	\$26,948	\$107,792
HSA #3					10/25/2016