



**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



London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: KELLY DEARMAN, EXECUTIVE DIRECTOR

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

DATE: APRIL 6, 2022

SUBJECT: GRANT MODIFICATION: **SHANTI PROJECT** (NON-PROFIT) FOR PROVISION OF ANIMAL BONDING SERVICES FOR ISOLATED AND MEDICALLY VULNERABLE OLDER ADULTS AND ADULTS WITH DISABILITIES

GRANT TERM:	<u>Current</u>	<u>Modification</u>	<u>Total</u>		
	07/01/2021 - 06/30/2023	04/01/2022 - 06/30/2022	07/01/2021 - 06/30/2023		
GRANT AMOUNT:	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
	\$802,804	\$100,000	\$902,804	\$90,280	\$993,084
ANNUAL AMOUNT:	<u>FY 21/22</u>	<u>FY 22/23</u>			
	\$501,402	\$401,402			
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$902,804			\$90,280	\$993,084
PERCENTAGE:	100%				100%

The Department of Disability and Aging Services (DAS) requests authorization to modify the existing grant with Shanti Project for the period of April 1, 2022 to June 30, 2022, in the additional amount of \$100,000 plus a 10% contingency for a revised total amount not to exceed \$993,084. The purpose of this modification is to increase service units in the animal bonding program.

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 indicated 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.

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. Upon review of the successes of the program, DAS and Shanti expanded this program to serve isolated and medically vulnerable older adults and adults with disabilities beyond those who identify as LGBTQ+.

Recognizing a correlation between reduction of social isolation, animal bonding, and improved health outcomes, and to further expand services to include medically vulnerable clients, participants are also assessed for benefits of the Community Living Fund. The Community Living Fund focuses on reducing unnecessary institutionalization for older adults and adults with disabilities or significant medical conditions. 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.

Services to be Provided

Under this modification, the grantee will provide increased program services, care navigation hours, volunteer recruitment and development services, and peer support hours.

Selection

Grantee was selected through Request for Proposals #937, which was competitively bid in June 2021.

Funding

Funding for this grant is provided through County General Funds.

ATTACHMENTS

Appendix A-1, Scope of Services

Appendix B-1, Budget

APPENDIX A-1: SERVICES TO BE PROVIDED
Shanti Project / PAWS
Animal Bonding Services for Isolated and Medically Vulnerable
Older Adults and Adults with Disabilities
July 1, 2021 to June 30, 2023

I. Purpose

The purpose of this grant is to provide animal bonding services to older adults and adults with disabilities, as well as older adults who are medically vulnerable. 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, transferring, bathing, toileting, and grooming.
Adult with a Disability	A person 18-59 years of age living with a disability.
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 combinations 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 and support networks, 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 clients 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

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 eligible 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
- 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, transferring, 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, medically vulnerable adults, people with disabilities, 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: Supportive services include 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 clients 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 who are medically vulnerable. 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 grantee to reduce the waitlist and serve an increased number of clients.

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

- 1) Unduplicated Clients. Grantee will provide services to clients which consist of the target population.
UNIT: One unduplicated client.
- 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. Grantee will 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 clients.

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

On an annual basis, the Grantee will:

- Provide program services for at least **175** unduplicated isolated LGBTQ+ or medically vulnerable clients.
- Provide at least **1100** hours of care navigation to clients.
- Provide volunteer recruitment and development services to at least **17** volunteers.
- Provide at least **1,550** peer support hours to clients, delivered by trained peer support volunteers.

VIII. Outcome Objectives

- At least **fifty percent** (50%) of clients will respond to an annual client satisfaction survey.
- At least **fifty percent** (50%) of pet assistant volunteers will respond to an annual volunteer survey.
- At least **seventy percent** (70%) of clients responding to an annual client satisfaction survey will report that participation in this program allowed them to keep their animal.
- At least **seventy percent** (70%) of clients responding to an annual client satisfaction survey will indicate that participation in this program helped improve their health and/or well-being.
- At least **seventy percent** (70%) of pet assistant volunteers responding to an annual volunteer survey report that their training was comprehensive and helpful to their program role.
- At least **seventy percent** (70%) of clients 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 clients 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 client data including the Intake Form by the 5th 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 5th 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 client 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:

Tara Alvarez, Contract Manager Human Services Agency P.O. Box 7988 San Francisco, CA 94120-7988 E-mail: tara.alvarez@sfgov.org	Melissa McGee, Program Manager Office of Community Partnerships 1650 Mission Street, 5th Floor San Francisco, CA 94103 Email: melissa.mcgee@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 clients 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.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Shanti Project

Term
7/1/21 - 6/30/23

(Check One) New Renewal Modification

If modification, Effective Date of Mod. 3.1.22 No. of Mod. 1

Program: Animal Bonding Services for Medically Vulnerable Older Adults and Adults with Disabilities

Budget Reference Page No.(s)

Program Term	7/1/21 - 6/30/22	4/1/22-6/30/22 Modification	7/1/21-6/30/22 Total	7/1/22 - 6/30/23	Total
Expenditures					
Salaries & Benefits	\$227,538	\$47,596	\$275,134	\$227,538	\$502,672
Operating Expense	\$121,508	\$39,360	\$160,868	\$121,508	\$282,376
Subtotal	\$349,046	\$86,956	\$436,002	\$349,046	\$785,048
Indirect Percentage (%)	15%	15%	15%	15%	
Indirect Cost (Line 16 X Line 15)	\$52,356	\$13,044	\$65,400	\$52,356	\$117,756
Capital Expenditure	\$0			\$0	\$0
Total Expenditures	\$401,402	\$100,000	\$501,402	\$401,402	\$902,804
HSA Revenues					
General Fund	\$401,402	\$100,000	\$501,402	\$401,402	\$902,804
TOTAL HSA REVENUES	\$401,402	\$100,000	\$501,402	\$401,402	\$902,804
Other Revenues					
Total Revenues	\$401,402	\$100,000	\$501,402	\$401,402	\$902,804
Full Time Equivalent (FTE)	3.01	0.57	3.58	3.01	

Prepared by: Katherine D'Amato

Telephone No.: 415.625.5202

Date: 3.18.22

HSA-CO Review Signature:

HSA #1

10/25/2016

Program: Animal Bonding Services for Medically Vulnerable Older Adults and Adults with Disabilities
 (Same as Line 9 on HSA #1)

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		7/1/21 - 6/30/22	4/1/22-6/30/22 Modification	7/1/21-6/30/22 Revised	7/1/22 - 6/30/23	Total
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DAS	DAS	DAS	DAS	DAS
	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
PAWS Program Director	\$85,000	1.00	48%	0.48	\$37,414	\$3,368	\$40,782	\$37,414	\$78,196
Food Bank & Facilities Director	\$85,000	1.00	30%	0.30	\$23,406	\$2,107	\$25,513	\$23,406	\$48,919
Program Manager	\$66,620	1.00	30%	0.30	\$18,185	\$1,915	\$20,100	\$18,185	\$38,285
Care Navigators	\$55,600	4.00	29%	1.18	\$46,033	\$19,367	\$65,400	\$46,033	\$111,433
Volunteer Coordinator	\$56,500	2.00	10%	0.19	\$8,808	\$2,092	\$10,900	\$8,808	\$19,708
Program Assistant	\$55,010	1.00	32%	0.32	\$15,949	\$1,436	\$17,385	\$15,949	\$33,334
Food Bank Coordinator	\$57,252	1.00	61%	0.61	\$26,774	\$8,106	\$34,880	\$26,774	\$61,654
Veterinary Billing Administrator	\$57,330	0.61	33%	0.20	\$10,710	\$964	\$11,674	\$10,710	\$22,384
TOTALS	\$518,312	11.61	31%	3.58	\$187,279	\$39,355	\$226,634	\$187,279	\$413,913
FRINGE BENEFIT RATE	21.4%								
EMPLOYEE FRINGE BENEFITS	\$110,920				\$40,259	\$8,241	\$48,500	\$40,259	\$88,759
TOTAL SALARIES & BENEFITS	\$629,232				\$227,538	\$47,596	\$275,134	\$227,538	\$502,672
HSA #2									10/25/2016

Program: Animal Bonding Services for Medically Vulnerable Older Adults and Adults with Disabilities
(Same as Line 9 on HSA #1)

Appendix B-1, Page 3

Operating Expense Detail

EXPENDITURE CATEGORY	TERM	Operating Expense Detail			7/1/22 - 6/30/23	Total
		7/1/21 - 6/30/22	4/1/22-6/30/22 Modification	7/1/21-6/30/22 Total		
Rental of Property		\$15,193	\$9,574	\$24,767	\$15,193	\$39,960
Utilities(Elec, Water, Gas, Phone, Garbage)		\$3,565	\$321	\$3,886	\$3,565	\$7,451
Office Supplies, Postage		\$3,050	\$1,855	\$4,905	\$3,050	\$7,955
Building Maintenance Supplies and Repair		\$4,542	\$1,589	\$6,131	\$4,542	\$10,673
Printing and Reproduction		\$0	\$0	\$0	\$0	\$0
Insurance		\$1,282	\$115	\$1,397	\$1,282	\$2,679
Staff Training		\$1,250	\$112	\$1,362	\$1,250	\$2,612
Staff Travel-(Local & Out of Town)		\$0	\$0	\$0	\$0	\$0
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE						\$0
						\$0
OTHER						
IT Support		\$2,787	\$251	\$3,038	\$2,787	\$5,825
Veterinary Care		\$44,514	\$12,711	\$57,225	\$44,514	\$101,739
Pet Food / Litter (bulk purchase)		\$31,700	\$5,360	\$37,060	\$31,700	\$68,760
Electronic Client Management		\$660	\$0	\$660	\$660	\$1,320
Client Related Supplies (evaluation, dog washes, etc.)		\$2,000	\$180	\$2,180	\$2,000	\$4,180
Pet Supplies/Client-Related supplies		\$5,465	\$5,435	\$10,900	\$5,465	\$16,365
Other Client Services (i.e. pet boarding)		\$4,000	\$360	\$4,360	\$4,000	\$8,360
Veterinary Recruitment/Retention		\$1,000	\$90	\$1,090	\$1,000	\$2,090
Client Related Travel		\$500	\$1,407	\$1,907	\$500	\$2,407
Total Other		\$92,626	\$25,794	\$118,420	\$92,626	\$211,046
TOTAL OPERATING EXPENSE		\$121,508	\$39,360	\$160,868	\$121,508	\$282,376
HSA #3						10/25/2016