



Edwin M. Lee, Mayor

Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
JOHN TSUTAWAKA, DIRECTOR OF CONTRACTS *JCT*

DATE: JULY 5, 2017

SUBJECT: GRANT RENEWAL: **GOLDEN GATE SENIOR SERVICES,**
(NON-PROFIT) FOR PROVISION OF AGING AND DISABILITY
FRIENDLY COMMUNITY (ADFC) SERVICES – VILLAGE
MODEL + ACTIVITY/SENIOR CENTER HYBRID

	<u>Current</u>	<u>Renewal</u>	<u>Contingency</u>	<u>Total</u>	
GRANT TERM:	7/1/16- 6/30/17	7/1/17- 6/30/18			
GRANT AMOUNT:	\$150,000	\$150,000	\$15,000	\$165,000	
ANNUAL AMOUNT:	<u>FY 17/18</u> \$150,000				
FUNDING SOURCE	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$150,000	\$0	\$0	\$15,000	\$165,000
PERCENTAGE:	100%				100%

The Department of Aging and Adult Services (DAAS) requests authorization to renew the grant with Golden Gate Community Services for the period of July 1, 2017 to June 30, 2018, in the amount of \$150,000 plus a 10% contingency for a total amount not to exceed \$165,000. The purpose of the grant is to reestablish, strengthen, and expand upon the existing Community Service program to seniors and adults with disabilities through Aging and Disability Friendly Community (ADFC) Projects.

Background

The Senior Village is a rapidly growing model of senior services programming that promotes independent living and aging in community. The model is a membership organization through which paid staff and a volunteer cadre coordinate a wide array of services, educational presentations, and socialization activities for its members.

The Village model is part of the larger category of “Age and Disability Friendly Community” (ADFC) programs which endeavor to take new approaches in delivering services to seniors and younger adults living with disabilities by developing networks and services in the communities in which the individuals reside.

Community Services consist of activities/services that focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. Such services are provided in the agency's community center and in the community.

In San Francisco, Activity/Senior Centers are credited with being more than just a meeting place for older adults. In addition to providing a positive avenue to create new friendships and social networks, the centers offer a wide array of activities and programming to enhance the cultural, educational, mental and physical well-being of participants. Focus is placed on the centers being inclusive of the various diverse communities that comprise San Francisco. Activity/senior centers are often times the entry point for many seniors/adults with disabilities in need of additional services.

In the interest of expanding the range of service delivery methods, Golden Gate Senior Services has combined both the Village and Activity/Senior Center models for a new hybrid of ADFC programs.

Services to be Provided

Grantee will continue to administer the ADFC development of a blended Village Model + Activity/Senior Center in the Richmond district of San Francisco. Grantee will use its existing senior center (Richmond Senior Center) as a ‘homebase’ for a blended model of service delivery by adding on services normally found in Village Model programs. This particular program is named the “Golden Gate Village.”

Grantee will use its home location to host stimulating programming, e.g. live music, art classes, computer classes, yoga workshops, etc., to promote socialization and lifelong learning. Much of the programming will be in response to requests for and guided by the members. Taking from the Village model, Grantee will utilize staff and a volunteer corps (including its own members) to provide a variety of ‘concierge’ like services such as transportation, minor home maintenance repairs, vetted referrals to professional services, and discounts at local businesses.

Location and Time of Services

Golden Gate Senior Services’ Richmond Senior Center is located at 6221 Geary Boulevard, San Francisco, CA 94121. Golden Gate Village office hours are Monday through Friday from 9:00

a.m. to 4:00. Village programs and services will occur on-site, at the Senior Center, as well as at locations throughout the community with services focused on the Richmond District.

Grantee Performance

Grantee was found to be compliant with Citywide Fiscal and Compliance Monitoring standards for fiscal year 2016-2017. The Human Services Agency did not find any significant findings during its monitoring. Additionally, the grantee was monitored for program compliance this fiscal year with no significant findings.

Selection

Grantee was selected through NOFA #618 (DAAS Community Services for ADFC Projects), which was competitively bid in October 2014.

Funding

Funding for this grant renewal is provided entirely by the City and County General fund.

ATTACHMENTS

Appendix A – Scope of Services

Appendix B - Budget

**APPENDIX A
GOLDEN GATE SENIOR SERVICES – RICHMOND SENIOR CENTER**

**Village Model + Senior/Activity Center
July 1, 2017 - June 30, 2018**

I. Purpose

The purpose of this grant is to maintain or improve the well being of seniors through the provision of a variety of services and activities in activity centers/senior centers while adding on certain elements and amenities that are part of a blended Village Senior Center Model.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
Activity Scheduling	This is one of four service categories within Community Services. Service units are captured by the number of scheduled activity hours sponsored by the Activity/Senior Centers. 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/enhance their level of functioning.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation
Controller	Controller of the City and County of San Francisco or designated agent
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results 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, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Enhanced Outreach	This is one of four service categories within Community Services. Service units are captured by providing more formal outreach efforts and enhanced services to support the outreach efforts. 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 older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, breathing, transferring and mobility and associated tasks, 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 older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Golden Gate Senior Services – Richmond Senior Center
HSA	Human Services Agency of the City and County of San Francisco
Low Income	Having income at or below 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
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
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent
Senior	Person who is 60 years or older
(Senior) Village Model	The Senior Village is a rapidly growing model of senior services programming that promotes independent living. The Village model is a membership organization through which paid staff and a volunteer cadre coordinate a wide array of services and access to socialization activities for senior members.
Service Hours	Service hours shall include: staff, volunteer, and member time spent providing Village services to members.

Social Services/Other	This is one of the four service categories within Community Services. Service units are captured by providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.
SOGI	Sexual Orientation and Gender Identity, a result of Ordinance No. 159-16 which 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.)
Translation	This is one of four service categories within Community Services. Service units are captured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements , presentations, etc.
Unit of Service	Defined as one hour of service
Village + Senior/Activity Center	Village + Senior/Activity Center ¹ is a new concept blending the Village model with an Activity / Senior Center. This blend provides an opportunity to enhance the Village Model by incorporating some of the distinct features of a Senior/Activity Center: a dedicated location for programming, a distinct community presence, and increased access to non-Village services which may be offered by a Senior/Activity Center.

III. Target Population

This grant will serve seniors (age 60 and over) and/or adults age 18-59 with disabilities who reside in the City and County of San Francisco.

IV. Eligibility for Services

- Resident of San Francisco and
- Persons aged 60 and above or
- Persons 18 years of age or older living with a disability

V. Location and Time of Services

Golden Gate Senior Services' Richmond Senior Center is located at 6221 Geary Boulevard, San Francisco, CA 94121. The Center is open Monday through Friday from 9:00 a.m. to 2:00 p.m.

VI. Service Description

This is a new, blended service program that falls under the heading of Age and Disability Friendly Community projects. An existing senior center (Richmond Senior Center) is creating a blended model of service delivery by adding on certain amenities found in the Village Model programs. The senior center offers stimulating programming (i.e., live jazz, dances, a drum circle, art classes, and computer classes, etc.) and excels at socialization and lifelong learning. The Village Model utilizes a volunteer cadre to outreach into the community for those seniors that are not engaged in the senior center or nutrition programs but still need contact with those trained in senior/elder care issues and services (i.e., ride to doctor's appointment, minor home maintenance repairs and/or referral, health and wellness activities, etc.).

Although the Village model is historically a fee based membership organization, efforts will be made to allow access for seniors facing economic hardship. Program development, however, will include plans to have all members contribute financially to the best of their abilities.

VII. Contractor Responsibilities

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual
- Provide physical activities that may increase the health of participants.
- Increase access to informational and educational presentations that enable individuals to maintain independent living.
- Provide activities to increase socialization opportunities for individuals.

VIII. Service Objectives

On an annual basis:

- Grantee will provide service to 150 unduplicated consumers which consist of the membership base.
- Grantee will increase outreach and expand membership by 70 new members.
- Grantee will provide volunteer recruitment and development services to 50 volunteers.
- Grantee will provide 1600 service hours to members.
- Grantee will provide 375 activities/senior center services to members. (Combination of activity scheduling, translation and social service/other service).

IX. Outcome Objectives

- At least 70% of Village members will respond to an annual consumer satisfaction survey administered according to OOA guidelines.
- At least 90% of new members surveyed will indicate they are experiencing new positive and rewarding exchanges with this blended model.

- Achieve at least a 40% membership consisting of consumers who previously did not receive services from the Richmond Senior Center.
- At least 50% of members will participate in both a service which is typically a Village model service and in a service which is typically a Senior Center service.

X. Reporting and Other Requirements

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

- Grantee will enter into CA-GetCare all client and service unit data by the 5th working day of the month for the preceding month.
- 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.
- 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 F & G to the Grant Agreement.
- 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.
- Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year.
- Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by HSA. The due date for submitting the annual summary report is July 10th.
- Grantee shall develop and deliver ad hoc reports as requested by HSA.
- Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- For assistance with reporting requirements or submission of reports, please contact:

Michael Zaugg, Program Analyst
 DAAS, Office on the Aging
 P.O. Box 7988
 San Francisco, CA 94120
 michael.zaugg@sfgov.org

Drake Herrador, Contracts Manager
 Human Services Agency
 PO Box 7988
 San Francisco, CA 94120
 drake.herrador@sfgov.org

XI. 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, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OOA 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; a board of director list and whether services are provided appropriately according to Sections VIII and IX.

- 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 compliance.

	A	B	D
1	Appendix B, Page 1		
2	Document Date: 5/25/2017		
3	HUMAN SERVICES AGENCY BUDGET SUMMARY		
4	BY PROGRAM		
5	Name		
6	Golden Gate Senior Services	7/1/17 to 6/30/18	
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: Golden Gate Village		
10	Budget Reference Page No.(s)		
11	Program Term	7/1/17 - 6/30/18	Total
12	Expenditures		
13	Salaries & Benefits	\$109,099	\$109,099
14	Operating Expense	\$40,901	\$40,901
15	Subtotal	\$150,000	\$150,000
16	Indirect Percentage (%)		
17	Indirect Cost (Line 16 X Line 15)		
18	Capital Expenditure		
19	Total Expenditures	\$150,000	\$150,000
20	HSA Revenues		
21	General Fund	\$150,000	\$150,000
22			
23			
24			
25	TOTAL HSA REVENUES	\$150,000	\$150,000
26	Other Revenues		
27			
28			
29			
30			
31			
32	Total Revenues	\$150,000	\$150,000
33	Full Time Equivalent (FTE)		
35	Prepared by: Kaleda Walling	(415) 752-6444	Date: 5/25/17
36	HSA-CO Review Signature:	_____	
37	HSA #1		10/25/2016

	A	B	C	D	E	F	H
1							Appendix B, Page 2
2							Document Date: 5/25/2017
3							
4	Program: Golden Gate Village						
5	(Same as Line 9 on HSA #1)						
6							
7	Salaries & Benefits Detail						
8							
9							
10							7/1/17 - 6/30/18
11		Agency Totals		For HSA Program		For DHS Program	TOTAL
12	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	7/1/17 to 6/30/18
13	RSC Director	\$80,000	100.0%	15.17%	0.15	\$12,136	\$12,136
14	GGV Program Director	\$58,500	100%	100%	1.00	\$58,500	\$58,500
15	Program & Sevices Coordinator	\$54,080	100%	37.5%	0.375	\$20,280	\$20,280
16							
17					-		
18					-		
19	TOTALS	\$192,580.00	3.00	153%	1.53	\$90,916	\$90,916
20							
21	FRINGE BENEFIT RATE	20%					
22	EMPLOYEE FRINGE BENEFITS					\$18,183	\$18,183
23							
24							
25	TOTAL SALARIES & BENEFITS	\$192,580				\$109,099	\$109,099
26	HSA #2						10/25/2016

	A	B	C	D	E	F	G	H	I
1	Appendix B, Page 3								
2	Document Date								
3									
4	Program Name:								
5	(Same as Line 9 on HSA #1)								
6									
7	Operating Expense Detail								
8									
9									
10									
11									
12	<u>Expenditure Category</u>	<u>TERM 7/1/2017-6/30/18</u>				<u>TOTAL</u>			
13	Utilities(Elec, Water, Gas, Phone, Scavenger)				\$5,000			\$	5,000
14	Office & Program Supplies, Postage				\$4,931			\$	4,931
15	Building Maintenance Supplies and Repair								
16	Printing and Reproduction				\$5,070			\$	5,070
17	Outreach				\$4,700			\$	4,700
18	Transportation				\$1,600			\$	1,600
19	Staff Travel-(Local & Out of Town)				\$4,000			\$	4,000
20	Programs & Events				\$13,412				\$13,412
21	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE								
22									
23									
24									
25	OTHER								
26	Web Based Support				\$2,188			\$	2,188.00
27									
28									
29	TOTAL OPERATING EXPENSE				\$40,901				\$40,901
30									
31	HSA #3								10/25/2016