



**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: AUGUST 3, 2022

SUBJECT: **NEW GRANT: SWORDS TO PLOWSHARES (NON-PROFIT) TO PROVIDE SUPPORTIVE SERVICES AND SERVICE CONNECTION FOR VETERANS**

DS
EL

GRANT TERM: 7/1/2022-6/30/2027

GRANT AMOUNT:	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$1,811,945	\$181,195	\$1,993,140

ANNUAL AMOUNT	<u>FY22/23</u>	<u>FY23/24</u>	<u>FY24/25</u>	<u>FY25/26</u>	<u>FY26/27</u>
	\$362,389	\$362,389	\$362,389	\$362,389	\$362,389

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$1,811,945			\$181,195	\$1,993,140
PERCENTAGE:	100%				100%



London Breed
Mayor

Trent Rhorer
Executive Director

The Department of Disability and Aging Services (DAS) requests authorization to enter into a grant with Swords to Plowshares for the period of July 1, 2022 through June 30, 2027, in an amount of \$1,811,945, plus a 10% contingency for a total amount not to exceed \$1,993,140. The purpose of the grant is to provide older adults and adults with disabilities, who are military veterans and living in supportive veteran housing, with community engagement programming and connections to supportive service in the community.

Background

The Supportive Services and Service Connection for Veterans is a program funded by DAS since 2018 as a result of the Dignity Fund Community Needs Assessment (DFCNA) completed that year. The 2022 DFCNA continues to show that many military veterans who are older adults or adults with disabilities face unique challenges and barriers in accessing supportive services in San Francisco. A program for veterans is needed to provide services easily accessible within their communities that will promote socialization and wellness, and serve as an access point to learn about and connect to other home and community-based services.

Services to be Provided

Swords to Plowshares will provide community engagement activities and service connection for military veterans who are older adults and adults with disabilities living at six permanent veteran supportive housing sites located in San Francisco.

Community engagement activities will emphasize building and supporting community with veterans living at the housing sites. Service connection will focus on providing information about the availability of supportive services in the community and facilitating connections to those services when appropriate. Lastly, because of the heightened difficulty veterans can face when trying to connect with their peers, communities, and services, Swords to Plowshare will make a concerted effort to engage older adults and adults with disabilities living at the housing sites through outreach.

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

Selection

Grantee was selected through Request for Proposals #994, which was competitively bid in May 2022.

Funding

Funding is provided through County General Funds.

ATTACHMENTS

Appendix A - Scope

Appendix B - Budget

Appendix F - Site Chart

Appendix A – Services to Be Provided
Swords to Plowshares
Supportive Services and Service Connection for Veterans
July 1, 2022 – June 30, 2027

I. Purpose of Grant

The purpose of this grant is to provide older adults and adults with disabilities who are military veterans living in supportive veteran housing with community engagement programming and connections to supportive service in the community. Programming and services will promote socialization and wellness, and serve as an access point to learn about and connect to other home and community-based services.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability.
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transfer, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
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
Communities of Color	An inclusive term and unifying term for persons who do not identify as White, who have been historically and systemically disadvantaged by institutionalized and interpersonal racism.
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.
Grantee	Swords to Plowshares
HSA	Human Services Agency of the 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.
Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person's primary language.
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 consumers to self-identify their income status, not to be used as a means test to qualify for the program.
OCM	Office of Contracts Management of the Human Services Agency
OCP	Office of Community Partnerships
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.
Socially Isolated	Having few social relationships and few people to interact with regularly.
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).
Veteran	A person who served in any branch of the United States military.
Veteran Supportive Housing	Housing sites for veterans and veterans with families, from all generations of military service, that provide supportive services and programming.
UDC	Unduplicated Consumer; An individual enrolled in the Supportive Services and Service Connection for Veterans as reflected in CA GetCare and participates in the services offered by the program.

III. Target Population

Services must target older adults and adults with disabilities who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, individuals must:

- Be a military veteran who is an older adult or an adult with a disability, *and*
- Live in veteran supportive housing located in the City and County of San Francisco.

V. Location and Time of Services

See Site Chart for various program locations and time of services.

VI. Description of Services

- A. Grantee will implement programming for older adults and adults with disabilities who are military veterans living in veteran supportive housing sites. Grantee will provide community engagement activities and service connection programming at each of the veteran supportive housing sites identified in the Site Chart.
1. Community engagement activities will include, but are not limited to:
 - a. Activities and events that seek to build and support a sense of community with and among the veterans living at the veteran supportive housing sites.
 - b. Educational presentations, workshops, trainings, cultural events, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings the target population of veterans together to help maintain or enhance their health, well-being, and/or level of functioning.
 2. Service connection will include, but is not limited to:
 - a. Introducing and connecting participants to services and resources that support independent living in the community. Providing follow up, if appropriate, to ensure participants are successful at navigating services in the community and that they receive the services they need.
 - b. Offering one-on-one assistance to support a participant in accessing services in the community such as completing an application, assisting in service navigation, providing support by phone or in person to help a participant resolve a problem, etc.
- B. Grantee will conduct outreach to the target population of veterans and assist them in connecting to services and resources in the community. Grantee will conduct both formal and informal outreach to the target population of veterans. Formal approaches may include, but are not limited to, one-on-one contact, working with a community collaborative group, etc. Informal approaches may include, but are not limited to, designated staff being present and available in community spaces (i.e. community living room, game room, mailroom, etc.).

VII. Service Objectives

On an annual basis, grantee will meet the following Services Objectives:

Service Objective	Annual Target
Unduplicated Consumer (UDC)	350
Service Connection	2,760
Community Engagement	1,704
Outreach	920
One (1) Unit = One (1) Hour of Service Provision	

VIII. Outcome Objectives

On an annual basis, grantee will meet the following Outcome Objectives:

- A. Veterans served will report new knowledge or services available to them in San Francisco. Target: 85%
- B. Veterans served will report a greater sense of connection to their community. Target: 85%
- C. Veterans served will report that program participation has helped them live independently. Target: 80%
- D. Veterans served will report that program participation has helped maintain or improve their well-being. Target: 80%
- E. Veterans served will rate the services they received as excellent or good. Target: 85%
- F. Veterans served will maintain their current veteran housing or move into other permanent or appropriate housing. Target: 90%

*Based on an annual consumer satisfaction survey approved by DAS and a response rate of at least 60% of the unduplicated consumers completing the survey.

IX. Reporting and Other Requirements

- A. Grantee will enroll eligible participants into the program by entering required consumer information using a DAS approved intake form into CA GetCare in a timely basis.
- B. Grantee will enter into the CA GetCare Service Units section all the units of service defined in Section VII by the 5th working day of the month for the preceding month. Grantee will ensure that units of service provided are tracked and distinguishable.
- C. Grantee will enter in CARBON the annual Outcome Objective metrics as defined in Section VIII by the 15th of the month following the end of the program year.
- D. Grantee will issue a fiscal closeout report at the end of the fiscal year. The report is due to HSA no later than July 31st each grant year and must be submitted in CARBON.
- E. Grantee will develop and deliver an annual summary report of SOGI data collected in each grant year as requested by HSA. The due date for submitting the bi-annual summary reports are January 10th (June – December data) and July 10th (January – June data) each grant year.
- F. 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 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- G. Program staff are required to complete an Elder Abuse Mandated Reporter and a Security Awareness training annually. Grantee must provide proof of completion of these trainings.

- H. Grantee will develop and deliver ad hoc reports as requested by HSA, DAS, and/or OCP.
- I. Grantee must be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent possible.
- J. Grantee must develop a manual of policies and procedures for all aspects of the program, including a grievance policy and project income policy, that are consistent with DAS OCP policy memorandum.
- K. For assistance with reporting requirements or submission of reports, please contact:

Fanny Lapitan
Program Manager
Office of Community Partnerships
fanny.lapitan@sfgov.org

Tara Alvarez
Contract Manager
Office of Contract Management
tara.alvarez@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of program operations, reporting, and outcomes for compliance to specific program standards and requirements. This includes, but not limited to, the following: Participant records (physical and electronic), client eligibility and targeted mandates, documentation in CA GetCare and/or CARBON, service logs for units of services, sign-in sheets for consumer participation, hours of operations, time studies (if applicable), organizational charts, list of governing board members, evidence of provision of staff training on the topics of Elder Abuse Mandated Reporter and Security Awareness, program staff qualifications, staffing levels and types, written policies and procedures of all aspects of the program, project income policy, grievance procedures, outreach materials, activity calendars, results of annual satisfaction surveys, progress towards service and outcome objectives, and accessibility and safety of facilities.
- B. Fiscal 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**

Name Swords to Plowshares						Term FY 22/23 - FY 26/27
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>						
If modification, Effective Date of Mod. _____ No. of Mod. _____						
Program: Service Connection for Veterans						
Budget Reference Page No.(s) _____						
Program Term	FY 22/23	FY 23/24	FY 24/25	FY 25/26	FY 26/27	Total
Expenditures						
Salaries & Benefits	\$280,963	\$280,963	\$280,963	\$280,963	\$280,963	\$1,404,815
Operating Expense	\$48,481	\$48,481	\$48,481	\$48,481	\$48,481	\$242,405
Subtotal	\$329,444	\$329,444	\$329,444	\$329,444	\$329,444	\$1,647,220
Indirect Percentage (%)	10%	10%	10%	10%	10%	
Indirect Cost (Line 16 X Line 15)	\$32,945	\$32,945	\$32,945	\$32,945	\$32,945	\$164,725
Total Expenditures	\$362,389	\$362,389	\$362,389	\$362,389	\$362,389	\$1,811,945
HSA Revenues						
General Fund	\$362,389	\$362,389	\$362,389	\$362,389	\$362,389	\$1,811,945
TOTAL HSA REVENUES	\$362,389	\$362,389	\$362,389	\$362,389	\$362,389	\$1,811,945
Other Revenues						
Total Revenues	\$362,389	\$362,389	\$362,389	\$362,389	\$362,389	\$1,811,945
Full Time Equivalent (FTE)	4.00	4.00				
Prepared by: Joe Fong	Telephone No.:				Date 4/26/2022	
HSA-CO Review Signature:	_____					
HSA #1						10/25/2016

Program: Service Connection for Veterans
 (Same as Line 9 on HSA #1)

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		FY 22/23	FY 23/24	FY 24/25	FY 25/26	FY 26/27	Total
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DAS Program	DAS Program	DAS Program	DAS Program	DAS Program	DAS Program
					Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Program Mgr - Residential Services	\$72,932	1.00	24%	0.24	\$17,250	\$17,250	\$17,250	\$17,250	\$17,250	\$86,250
Service Assistant	\$47,500	1.00	100%	1.00	\$47,500	\$47,500	\$47,500	\$47,500	\$47,500	\$237,500
Service Assistant	\$47,500	1.00	100%	1.00	\$47,500	\$47,500	\$47,500	\$47,500	\$47,500	\$237,500
Community Organizer	\$49,500	1.00	100%	1.00	\$49,500	\$49,500	\$49,500	\$49,500	\$49,500	\$247,500
Community Organizer	\$49,500	1.00	100%	1.00	\$49,500	\$49,500	\$49,500	\$49,500	\$49,500	\$247,500
TOTALS	\$194,000	4.00	400%	4.00	\$211,250	\$211,250	\$211,250	\$211,250	\$211,250	\$1,056,250
FRINGE BENEFIT RATE	33%									
EMPLOYEE FRINGE BENEFITS	\$64,020				\$69,713	\$69,713	\$69,713	\$69,713	\$69,713	\$348,565
TOTAL SALARIES & BENEFITS	\$258,020				\$280,963	\$280,963	\$280,963	\$280,963	\$280,963	\$1,404,815
HSA #2										10/25/2016

Program: Service Connection for Veterans
 (Same as Line 9 on HSA #1)

Operating Expense Detail

<u>EXPENDITURE CATEGORY</u>	<u>TERM</u>	<u>FY 22/23</u>	<u>FY 23/24</u>	<u>FY 24/25</u>	<u>FY 25/26</u>	<u>FY 26/27</u>	<u>Total</u>
Rental of Property		\$900	\$900	\$900	\$900	\$900	\$4,500
Utilities(Elec, Water, Gas, Phone, Garbage)		\$2,231	\$2,231	\$2,231	\$2,231	\$2,231	\$11,155
Office Supplies, Postage		\$7,200	\$7,200	\$7,200	\$7,200	\$7,200	\$36,000
Building Maintenance Supplies and Repair		\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$17,500
Printing and Reproduction		\$100	\$100	\$100	\$100	\$100	\$500
Insurance		\$1,800	\$1,800	\$1,800	\$1,800	\$1,800	\$9,000
Staff Training		\$2,550	\$2,550	\$2,550	\$2,550	\$2,550	\$12,750
Staff Travel-(Local & Out of Town)		\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$15,000
Rental of Equipment							
<u>CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE</u>							
<u>OTHER</u>							
Recreational outings and food for clients		\$24,000	\$24,000	\$24,000	\$24,000	\$24,000	\$120,000
Service Assistant Uniforms		\$700	\$700	\$700	\$700	\$700	\$3,500
Techology - cellphones, laptops, etc.		\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$12,500
TOTAL OPERATING EXPENSE		\$48,481	\$48,481	\$48,481	\$48,481	\$48,481	\$242,405

HSA #3

10/25/2016

Date: 04/13/2022 **SITE CHART - Appendix F** FY: 22/23

AGENCY: Swords to Plowshares

CONTRACT MAILING ADDRESS: 401 Van Ness Avenue, Suite 313, San Francisco, CA 94102 Agency's web site: <https://www.swords-to-plowshares.org/>

Executive Director: Michael Blecker PHONE NO.: (415) 252-4788

Associate Director: Tramecia Garner PHONE NO.: (415) 967-6977

Program: Supportive Services and Service Connection for Veterans	Annual # of UDC	Annual # of UDC	Annual # of UDC	Annual # of UDC	Annual # of UDC	Annual # of UDC
Total Annual # of UDC = 350	115	85	65	17	23	45
SITES: Name of Site	Stanford Hotel	Veterans Academy	Veterans Commons	Fairfax Hotel	Maceo May Interim Apartments (Treasure Island)	Edwin M. Lee Apartments
Address and Zip	250 Kearney St. San Francisco, CA 94108	1030 Girard Rd. San Francisco, CA 94129	150 Otis Street San Francisco, CA 94102	420 Eddy St. San Francisco, CA 94109	1433 F Halibut Ct. San Francisco, CA 94130	1150 3rd St. San Francisco, CA 94158
Phone Number	415-391-2901	415-561-2445	415-967-6480	415-441-3045	415-834-0341	TBD
Fax Number	415-274-2008	415-561-2444	415-967-6490	415-875-9716	415-834-0671	TBD
Neighborhood	Financial District	Presidio	Mission	Tenderloin	Treasure Island	Mission Bay
Supervisorial District No.	3	2	9	5	6	6
Site Manager	Jasmine Dildy	Jasmine Dildy	Jasmine Dildy	Jasmine Dildy	Jasmine Dildy	Jasmine Dildy
Site Coordinator	Joy Blackwell	Violet Boronkay	Natalie Woods	Ronald Burnham	Kayode Gbadebo	Zachary Bowin
Programs Offered at Site	Supportive Services and Service Connection for Veterans Congregate Meals by POH	Supportive Services and Service Connection for Veterans Congregate Meals by POH	Supportive Services and Service Connection for Veterans Congregate Meals by CLSF	Supportive Services and Service Connection for Veterans	Supportive Services and Service Connection for Veterans	Supportive Services and Service Connection for Veterans
Days Open	X Mon X Tues X Wed X Thurs X Fri Sat Sun	X Mon X Tues X Wed X Thurs X Fri Sat Sun	X Mon X Tues X Wed X Thurs X Fri Sat Sun	X Mon X Tues X Wed X Thurs X Fri Sat Sun	X Mon X Tues X Wed X Thurs X Fri Sat Sun	X Mon X Tues X Wed X Thurs X Fri Sat Sun
Hours Open	N/A=Veteran Housing Site 8:00a.m-4:00p.m	N/A=Veteran Housing Site 8:00a.m-4:00p.m	N/A=Veteran Housing Site 8:00a.m-4:00p.m	N/A=Veteran Housing Site 8:00a.m-4:00p.m	N/A=Veteran Housing Site 8:00a.m-4:00p.m	N/A=Veteran Housing Site 8:00a.m-4:00p.m
Hours of Scheduled Veteran Supportive Services and Service Connection Programming						
Total number of Service Days	248	248	248	248	248	248
DAAS Funded Meal Service (Yes/No)	Yes	Yes	Yes	No	No	TBD: Pending DPH Permit
Number of Service Days Closed	13	13	13	13	13	13
Days Closed (list holidays closed)	New Years Eve, New Years Day, President's Day, MLK Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Veterans Day, and Christmas Eve, Christmas Day	New Years Eve, New Years Day, President's Day, MLK Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Veterans Day, and Christmas Eve, Christmas Day	New Years Eve, New Years Day, President's Day, MLK Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Veterans Day, and Christmas Eve, Christmas Day	New Years Eve, New Years Day, President's Day, MLK Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Veterans Day, and Christmas Eve, Christmas Day	New Years Eve, New Years Day, President's Day, MLK Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Veterans Day, and Christmas Eve, Christmas Day	New Years Eve, New Years Day, President's Day, MLK Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Veterans Day, and Christmas Eve, Christmas Day
ADA Accessible	X Yes No	X Yes No	X Yes No	Yes X No	X Yes No	X Yes No