



Edwin M. Lee, Mayor

Trent Rhorer, Executive Director

MEMORANDUM

TO: AGING AND ADULT SERVICES COMMISSION

THROUGH: SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JKI*

DATE: DECEMBER 6, 2017

SUBJECT: NEW GRANT: FAMILY CAREGIVER ALLIANCE (NON-PROFIT) TO PROVIDE RESPITE CARE

GRANT TERM: 01/01/18-6/30/20

GRANT AMOUNT:	New	Contingency	Total
	\$1,250,000	\$125,000	\$1,375,000

ANNUAL AMOUNT

	FY 17/18	FY 18/19	FY 19/20
	\$250,000	\$500,000	\$500,000

	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
Funding Source					
FUNDING:	\$1,250,000			\$125,000	\$1,375,000

PERCENTAGE: 100% 100%

The Department of Aging and Adult Services (DAAS) requests authorization to enter into a new grant with Family Caregiver Alliance for the 2.5 year period of January 1, 2018 to June 30, 2020 in an amount of \$1,250,000 plus a 10% contingency for a total amount not to exceed \$1,375,000. The purpose of the grant is to provide Respite Care.

Background

On November 8, 2016 the voters of the City and County of San Francisco passed Proposition I that established the Dignity Fund to ensure the health and well-being of seniors and adults with

disabilities. The Fund is administered by the Department of Aging and Adult Services (DAAS) solely to help seniors and adults with disabilities secure and utilize the necessary services and support to live with dignity in their own homes and communities. The City Charter Amendment for the Fund established an eleven (11) member Oversight and Advisory Committee (OAC) to monitor and support the administration of the Dignity Fund. The OAC is responsible for developing recommendations for DAAS regarding services to seniors and adults with disabilities that are supported by the Fund. DAAS is committed to the defined goals in the City Charter and with input from the OAC developed an allocation plan based on known areas of need for seniors and adults with disabilities. This allocation plan contained a caregiver support initiative that included enhanced respite care.

Respite care provides caregivers with temporary in-home or out of home relief from caregiving responsibilities. Respite care is designed to help sustain caregiver health and well-being by giving them short-term breaks which is instrumental in enabling the care receiver to remain in the home and prevent or delay the need for a higher level of care.

Services to be Provided

The Grantee will provide respite care through private in-home care or out-of-home care such as attendance at an adult day program. Respite care may be provided directly by the grantee or through one of its identified subcontractors. The target population is unpaid caregivers, 18 years of age and older. Both the caregiver and care receiver must live in the City and County of San Francisco. Respite care shall be provided in a manner that responds to the individual needs and preferences of the caregiver and care receiver. The frequency of respite may be intermittent, occasional, and/or emergency.

- Intermittent - Time off a few hours once a week for a limited time to give the caregiver a planned or unscheduled break.
- Occasional – Time off for the caregiver to attend a special event.
- Emergency – Extended break to address an intervening circumstance, such as caregiver emotional stress or hospitalization and recovery.

On an annual basis, the Grantee will provide respite care to a minimum of 150 unduplicated consumers and provide a minimum of 24,048 hours of respite care to consumers registered in the Dignity Fund Respite Care Program.

The success of the Grantee will be measured through both the service and outcome objectives defined in Appendix A.

For more specific information regarding the services, defined objectives, and target population, please refer to the attached Appendix A.

Grantee Performance

This is a new grant for both Family Caregiver Alliance and DAAS. There is no monitoring history specific for this respite program to report at this time. Family Caregiver Alliance is a current DAAS contractor and in compliance with performance and monitoring requirements for all other DAAS contracts. They were last monitored in February 2017.

Selection

Contractor was selected through Request for Proposals 766, which was competitively bid in September 2017.

Funding

Funding for this grant is provided by County General Funds, specifically the Dignity Fund. The Dignity Fund Caregiver Support Respite Care program is distinct from the Family Caregiver Support Program (FCSP) funded by DAAS with Older American Act subsidy through the California Department of Aging.

ATTACHMENTS

Appendix A, Scope of Services

Appendix B, Budget

Appendix F, Site Chart

APPENDIX A - SERVICES TO BE PROVIDED BY GRANTEE

FAMILY CAREGIVER ALLIANCE

DIGNITY FUND CAREGIVER SUPPORT - RESPITE CARE

January 1, 2018 – June 30, 2020

I. Purpose

The purpose of this grant is to provide respite care for unpaid caregivers, 18 years of age or older residing in San Francisco, who are caregivers of older adults and/or adults with disabilities living in the City and County of San Francisco.

Respite care is designed to help sustain caregiver health and well-being by giving them short-term breaks which is instrumental in enabling the care receiver to remain in the home and prevent or delay the need for a higher level of care.

The Dignity Fund Caregiver Support Respite Care program funded by this grant agreement is distinct from the Family Caregiver Support Program (FCSP) funded by DAAS with Older Americans Act subsidy through the California Department of Aging. The source of funding for Dignity Fund Caregiver Support Respite Care program is local funding only through the Dignity Fund.

II. Definitions

ADA Compliance (Disability Access and Reasonable Accommodation Requirements)	<p>The grantee shall comply with the Americans with Disabilities Act (ADA) that requires that people with disabilities have equal opportunity to participate in its programs and services. The ADA does not allow denial of entry to City-funded programs, benefits, activities or services, simply because of a disability.</p> <p>Communication Access - The ADA requires that City-funded agencies communicate to people with disabilities in a manner that is as effective as communication with others. This may require providing services such as: Large print or Braille (for people with visual impairments), ASL interpreters or captioning (for people with hearing impairments), Readers (for people with learning disabilities, or other cognitive or visual impairments), Communicating via TTY or the California Relay Service (by dialing 7-1-1)</p> <p>Programmatic Access - The ADA also requires that City-funded agencies modify their policies, practices and procedures in order to provide equal access for a person with a disability. Examples of this may include: Assistance in</p>
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	<p>filling out forms; An appointment so a person does not have to wait in a long line or in a crowded and noisy room; Changing a work assignment to accommodate a person's disability</p> <p>Architectural Access - The ADA also requires that a program's service areas, including bathrooms, public telephones, drinking fountains, etc., be architecturally accessible to people with disabilities. In addition, the grantee shall: Post signs in lobbies and in other waiting areas, in several languages, informing clients of their right to assistance and/or accommodations as persons with disabilities; Provide a process and develop forms for clients to request reasonable accommodations and modifications, which may include a Release of Medical Information Form and Certification of Medical Need Form; Require medical verification when applicable to establish the need for an accommodation; Require intake workers to engage in the interactive process with clients to determine any special needs or requests for accommodations and note this information in the clients' record; Make formal arrangements with interpreting services or community groups for competent and timely interpreter services for deaf/hard of hearing clients; Allow but not require clients to provide their own sign language interpreter; Allow minors (under 18) to act as interpreters for clients only in emergencies or extenuating circumstances; Provide training to ensure that staff have a better understanding of, and sensitivity to, individuals with disabilities; Provide notice to and train all staff, particularly client contact staff, with respect to the Agency's obligation to provide equal services to people with disabilities, and on the disability/accommodation policies and the procedures to be followed in securing such assistance in a timely manner; Insert notices, in appropriate languages, about the right of people with disabilities to equal delivery of services in brochures, pamphlets, manuals, and other materials disseminated to the public and to staff; Provide notice to the public regarding the disability/accommodation policies and procedures; Adopt a procedure for the resolution of complaints regarding the provision of services to people with disabilities; and for notifying clients of their right to and how to file a complaint; Appoint an employee to ensure that there is regular monitoring of clients' needs.</p>
ADL	Activities of Daily Living: the basic tasks of everyday life including eating, bathing, dressing, toileting, and transferring (i.e., getting in and out of a bed or chair).

Adults with Disabilities	Person 18 years of age or older living with one or more disabilities
Caregiver	An adult, 18 years of age or older, who provides unpaid in-home care to an older adult/s, 60 years of age or older and/or an adult with disability, 18 years of age or older living with one or more disabilities
Care Receiver	An older adult, 60 years of age or older and/or adult with disability, 18 years of age or older, who receives daily unpaid in-home care from a caregiver
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.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services of the San Francisco Human Services Agency
Dignity Fund	The City and County of San Francisco, City Charter, Sections 16.128-1 through 16.128-12. Monies in the Fund shall be used to expend by DAAS solely to help seniors and adults with disabilities secure and utilize the services and support necessary to age with dignity in their own homes and communities.
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: 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.
Family Caregiver Support Program (FCSP)	Family Caregiver Support Program is an Older Americans Act program funded separately by DAAS that is distinct from the new program funded by this Grant Agreement. FCSP is a multifaceted system of support services to unpaid family members, family of choice, and/or individuals (e.g., friend) who are caregivers to an older adult/s, age 60 years or older, or individuals of any age with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction, identified as care receivers. https://www.aging.ca.gov/ProgramsProviders/AAA/Family_Caregiver_Support/

Fund	Dignity Fund
Grantee	Family Caregiver Alliance
HSA	San Francisco Human Services Agency
IADL	Instrumental Activities of Daily Living: Activities related to independent living and include preparing meals, managing money, shopping for groceries or personal items, performing light or heavy housework, and using a telephone.
OCM	Office of Contract Management, Human Services Agency
Older Americans Act (OAA)	The Older Americans Act (OAA) seeks to enable all older individuals to maintain their well-being through locally developed community-based systems of services. https://www.acl.gov/about-acl/authorizing-statutes/older-americans-act https://www.aging.ca.gov/ProgramsProviders/AAA/Supportive_Services/
OOA	Office on the Aging
Older Adult	Person who is 60 years or older; used interchangeably with “Senior”
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.
Minority	Defined by race, ethnicity, religion, sexual orientation, and/or gender identity.
Respite Care	A brief period of relief or rest from caregiving responsibilities
Senior	Person who is 60 years or older; used interchangeably with the “Older Adult”
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.)

III. Target Population

This grant will serve unpaid caregivers, 18 years of age or older, residing in San Francisco and who are caregivers of older adults and/or adults with disabilities living in the City and County of San Francisco having two or more activities of daily living limitations or a cognitive impairment. Additional target priorities may include:

- Low Income
- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion, sexual orientation, and/or gender identity

IV. Description of Services

The service funded through this grant agreement is for eligible caregivers as defined in Section II and III of this appendix A.

Respite Care means a brief period of relief or rest from caregiving responsibilities, and is provided to caregivers in a manner that responds to the individual needs and preferences of the caregiver and care receiver. Respite care is intended to reduce caregiver burden and prevent or delay the need for institutionalization thereby supporting seniors and adults with disabilities to live with dignity in their own homes and communities.

- A. Grantee will provide respite care through private in-home care and out-of-home care such as attendance at an adult day program or overnight in a residential care facility. Respite care may be provided directly by the grantee or through one of its identified subcontractors. The frequency of respite can be intermittent, occasional, and/or emergency and are defined as follows:
 - Intermittent - Time off a few hours once a week for a limited time to give the caregiver a planned or unscheduled break.
 - Occasional – Time off for the caregiver to attend a special event.
 - Emergency – Extended break to address an intervening circumstance, such as caregiver emotional stress or hospitalization and recovery.
- B. Grantee will maintain its ability to offer both in-home and out-of-home care and ensure that the needs of both the caregiver and care receiver are met when respite care is provided.
- C. Grantee will determine the type and amount of respite care during the caregiver assessment process and the caregiver shall have the option to secure respite care as defined in this grant agreement, in the manner that best suits their needs and the needs of the care receiver. Grantee will make other referrals to other needed services if appropriate and able.
- D. Grantee will follow up with caregivers as needed and at least annually to ensure that the needs of both the caregiver and care receiver are continuing to be met.
- E. Grantee will have policy and procedures that are compliant with local/city, state, and federal regulatory agencies, including the DAAS-OOA policy memoranda manual.

- F. Grantee will maintain at least two Memorandums of Understanding (MOUs) with community based organizations in San Francisco that allocate a portion of direct respite care funding to specified community based organizations to help ensure that San Francisco’s diverse population of caregivers is served. The community based organizations and allocations are identified in Appendix B.
- G. Grantee will ensure that community based organizations sub-contracted to provide respite care are experienced in providing respite care services to caregivers and also have policy and procedures that are compliant with local/city, state, and federal regulatory agencies, including DAAS-OOA policy memoranda manual.
- H. Grantee will notify DAAS of modifications to MOUs and/or additional partnerships that result in the reallocation of respite care funding identified in Appendix B and these modifications and/or additions are subject to DAAS approval.
- I. Grantee will ensure that respite care provided through this grantee agreement is tracked and distinguishable from respite care delivered through the Family Caregiver Support Program (FCSP) funded by DAAS with Older Americans Act subsidy through the California Department of Aging. The tracking will include the type of respite care provided, in-home or out-of-home, the numbers of hours, and to whom payment for respite care was sent. When respite care is provided in-home and payment is sent directly to the caregiver, the Grantee must provide the caregiver with guidelines and procedures for hiring an aide to provide respite care.

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

- Grantee will provide Respite Care to a total of 150 unduplicated consumers.
- Grantee will provide a total of 24,048 hours of Respite Care to consumers registered in the Dignity Fund Respite Care Program.

Service Objective Summary Table	FY 2017-2018*	FY 2018-2019	FY 2019-2020	Total 3-years
Number of Unduplicated Consumers	75	150	150	375
Number of Respite Care hours	12,024	24,048	24,048	60,120
*Year One, FY 2017-2018, is 6 months only				

One (1) Unit = One (1) hour of service provision and related travel

VII. Outcome Objectives

On an annual basis, the Grantee will meet the following outcome objectives:

- A. Based on an annual consumer survey created by the grantee with input from DAAS with sample size of at least 60% of unduplicated consumers, at least 85% of the surveyed consumers will report they are satisfied with the respite services provided.
- B. Based on an annual consumer survey created by the grantee with input from DAAS with sample size of at least 60% of unduplicated consumers, at least 75% of the surveyed consumers will report that respite services supported their general well-being.
- C. Based on an annual consumer survey created by the grantee with input from DAAS and with sample size of at least 60% of unduplicated consumers, at least 75% of the surveyed consumers will report that the respite care enabled them to provide quality care that suited the needs of the care receiver.
- D. Based on an annual consumer survey created by the grantee with input from DAAS and with sample size of at least 60% of unduplicated consumers, at least 75% of the surveyed consumers will report that the respite care allowed them to take care of other responsibilities.
- E. Based on an annual consumer survey created by the grantee with input from DAAS and with sample size of at least 60% of unduplicated consumers, at least 75% of the surveyed consumers will report that the respite care helped avoid mental exhaustion.
- F. Based on an annual consumer survey created by the grantee with input from DAAS and with sample size of at least 60% of unduplicated consumers, at least 50% of the surveyed consumers will report that the respite care helped minimize physical exhaustion.

VIII. Reporting Requirements

- A. Grantee will provide a monthly report of activities as described in Section IV and VI. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
- B. Grantee will enroll consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers using the DAAS provided or DAAS approved intake form into the CA.GetCare database in accordance to DAAS policy.
- C. 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.
- D. Grantee will enter monthly reports into the CARBON database system that includes the following information:
 - Number of unduplicated consumers served during the month.
 - Number of Respite Care units/hours during the month

- E. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
- F. 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 in the CARBON system. Additional reports may be requested and required at other points during the fiscal year.
- G. Grantee will provide an annual consumer satisfaction survey report to DAAS by March 15 each grant year or a mutually agreed upon date between DAAS and the Grantee.
- H. Grantee shall 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 annual summary report is no later than July 10 each grant year.
- I. Grantee shall develop and deliver ad hoc reports as requested by HSA and/or DAAS.

For assistance with reporting requirements or submission of reports, contact:

david.kashani@sfgov.org
Contract Manager, Human Services Agency
Office of Contract Management

Or

tiffany.kearney@sfgov.org
Dignity Fund Program Analyst
Department of Aging and Adult Services

IX. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; consumer eligibility and any targeted mandates, back up documentation for the units of service and all reporting including the log of service units which is based on the service provision hours; sign-in sheets of consumers who participated in services if applicable, 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 that program staff have completed security awareness training; program operation, which includes a review of a written policies and procedures manual of all DAAS 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 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.

	A	B	C	D	E
1	Appendix B, Page 1				
2					
3	HUMAN SERVICES AGENCY BUDGET SUMMARY				
4	BY PROGRAM				
5	Name			Term	
6	Family Caregiver Alliance			Jan 1, 2018 - June 30, 2020	
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:	Caregiver Support - Respite Care	Caregiver Support - Respite Care	Caregiver Support - Respite Care	Caregiver Support - Respite Care
10	Budget Reference Page No.(s)				Total
11	Program Term	Jan 1, 2018 - June 30, 2018	Jul 1, 2018 - June 30, 2019	Jul 1, 2019 - June 30, 2020	Jan 1, 2018 - June 30, 20120
12	Expenditures				
13	Salaries & Benefits	\$15,770	\$46,385	\$46,385	\$108,540
14	Operating Expense	\$218,730	\$433,615	\$433,615	\$1,085,960
15	Subtotal	\$234,500	\$480,000	\$480,000	\$1,194,500
16	Indirect Percentage (%)	7%	4%	4%	5%
17	Indirect Cost (Line 16 X Line 15)	15,500	\$20,000	20,000	\$55,500
18	Capital Expenditure	\$0	\$0	\$0	\$0
19	Total Expenditures	\$250,000	\$500,000	\$500,000	\$1,250,000
20	HSA Revenues				
21	General Fund	\$250,000	\$500,000	\$500,000	\$1,250,000
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$250,000	\$500,000	\$500,000	\$1,250,000
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Revenues	\$0	\$0	\$0	\$0
37	Full Time Equivalent (FTE)	0.66	0.66	0.66	
39	Prepared by: Stephen Hu		Telephone No.: 415-434-3388		Date: Sept 25, 20
40	HSA-CO Review Signature: _____				
41	HSA #1				10/25/2016

Date: 11/14/2017		APPENDIX F: SITE CHART		FY: 1/1/18-6/30/2018	
AGENCY: Family Caregiver Alliance (FCA)					
CONTRACT MAILING ADDRESS: 235 Montgomery St. #950, San Francisco CA 94104		Agency's web site: https://www.caregiver.org/			
EXECUTIVE DIRECTOR: Kathleen (Kathy) Kelly	OPERATIONS DIRECTOR: Leah Eskenazi	PHONE NO.: (415) 434-3388			
Annual # of UDC = 75					
Annual # of Service Units = 12,024					
SITES: Name of Site	Family Caregiver Alliance (FCA)				
Address and Zip	235 Montgomery St. #950 San Francisco CA 94104				
Phone Number	415-434-3388				
Fax Number	415-434-3508				
Program(s) Offered	Respite Care for Caregivers (part of a comprehensive Caregiver Resource Center offering a complement of services and support)				
Days Open	X Mon X Tues X Wed X Thurs X Fri Sat Sun	Mon Tues Wed Thurs Fri Sat Sun	Mon Tues Wed Thurs Fri Sat Sun	Mon Tues Wed Thurs Fri Sat Sun	Mon Tues Wed Thurs Fri Sat Sun
Hours Open	9:00 a.m. - 5:00 p.m.				
Total number of Service Days	126				
Notes:	Assessments for respite care may occur during the evening or on weekends depending on the needs of the caregiver and what may work best for them				
Total number of Respite Care Service Days	variable - up to 365 days/year				
Hours of Scheduled Programming	respite care is scheduled by caregiver at a mutual agreed upon days/times between caregiver and respite care provider				
DAAS Funded Meal Service (Yes/No)	No				
FCA Closed Holidays	New Years Day, President's Day, MLK Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day+2				
ADA Accessible	X Yes No	Yes No	Yes No	Yes No	Yes No