



**MEMORANDUM**

**TO:** AGING & ADULT SERVICES COMMISSION

**THROUGH:** SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

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

**DATE:** FEBRUARY 13, 2018

**SUBJECT:** **GRANT MODIFICATION: SHANTI PROJECT (NON-PROFIT) FOR THE PROVISION OF ANIMAL BONDING SERVICES FOR LESBIAN, GAY, BISEXUAL, AND TRANSGENDER (LGBT) SENIORS AND ADULTS WITH DISABILITIES**

<b>GRANT TERM:</b>	<u>Current</u> 7/1/17- 6/30/18	<u>Modification</u> 7/1/17- 6/30/18	<u>Revised</u> 7/1/17- 6/30/18	<u>Contingency</u>	<u>Total</u>
<b>GRANT AMOUNT:</b>	\$300,000	\$75,000	\$375,000	\$37,500	\$412,500
<b>ANNUAL AMOUNT:</b>	<u>FY 17/18</u> \$375,000				
<b>FUNDING SOURCE:</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING:</b>	\$375,000	\$0	\$0	\$27,500	\$412,500
<b>PERCENTAGE:</b>	100%	0%	0%		100%

The Department of Aging and Adult Services requests authorization to modify the existing grant agreement with Shanti Project for the time period beginning July 1, 2017 and ending June 30, 2018, in the amount of \$75,000 plus a 10% contingency for a total not to exceed amount of \$412,500. The purpose of this modification is to expand and strengthen existing Animal Bonding Services for isolated LGBT seniors and adults with disabilities.

**Background**

The San Francisco LGBT Aging Policy Task Force was convened in 2012 by the Board of Supervisors to evaluate the needs of LGBT seniors, 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 indicate that LGBT 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, lack companionship, and have lower levels of social support—factors which lead to significantly higher rates of social isolation, depression, anxiety, and suicide ideation. The Task Force reviewed services available in San Francisco which address these issues and found such services to be lacking. The Task Force specifically recommended a program design which utilizes care navigation and peer volunteer support, models of service delivery which have had a history of success.

Through the Board of Supervisors add-back budgeting process, \$200,000 was allocated on a one-time-only basis (for FY16/17) to support programming related to social isolation and animal bonding services for LGBT Seniors and Adults with Disabilities. This \$200,000 was funded by DAAS ongoing in FY 17/18 and the Board again added \$100,000 one-time funds in FY 17/18.

In FY 16/17, in recognition of the correlation between the reduction of social isolation and improved health outcomes through animal bonding, the Community Living Fund- which focuses on reducing unnecessary institutionalization- supported this program's unique blend of care navigation, peer volunteer support, and animal companion supportive services by providing an additional \$75,000 for CLF eligible consumers. Again this FY (17/18), CLF is providing another \$75,000 for CLF eligible consumers enrolled in Shanti Animal Bonding services.

### **Services to be Provided**

Grantee will utilize a service delivery model similar to that of their social isolation prevention program, which is based on care navigation and peer support volunteers, for delivery of animal companion support services and resources.

Care Navigators serve as the main point of contact for clients, and provide services which include 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.

Peer Support Volunteers provide outreach and supportive services for isolated, underserved LGBT seniors and adults with disabilities who need pet support services. Use of a peer support network provides a contact-promoting framework for a target population that may be reluctant to seek support services for themselves or their animal companions due to a history of discrimination and marginalization.

Both staff and volunteers work to connect clients and their pets to the pet food bank, pet health and maintenance services, help with walks and exercise for pets, and other assistance as needed. For more specific information regarding the services to be provided, please refer to Appendix A-2.

### **Selection**

Grantee was selected to provide social isolation services, and animal bonding services by extension, through RFP (Request for Proposals) #701, which was issued in May 2016.

### **Monitoring**

Office on Aging staff monitored the Shanti Animal Bonding program on May 31, 2017. The program was found to be in compliance with all contract requirements.

**Funding**

Funding for this grant modification is provided entirely by the City and County General Fund, as a result of the addback budget process this fiscal year (FY 2016-2017), and with additional support from the Community Living Fund.

**Attachments**

Appendix A-2: Services to be Provided

Appendix B-2: Budget

## APPENDIX A-2: SERVICES TO BE PROVIDED

### Shanti Project / PAWS Animal Bonding Services for Isolated LGBT Seniors and Adults with Disabilities July 1, 2017 to June 30, 2018

#### I. Purpose

The purpose of this grant is to provide animal bonding services to isolated LGBT Seniors and Adults with Disabilities. Pets are a powerful source of companionship and support for their pet owners, but can easily become a liability to low-income and frail 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

Adult with Disability (AWD)	Person 18 years of age or older living with a disability.
Care Navigation	Includes the following: intake, follow up, on-going assessment, information and referral, on-going care coordination, matching and support of client-volunteer peer support matches, facilitation of peer support volunteer trainings, facilitation of drop-in services, support group facilitation, peer-based psychosocial support (including practical assistance and emotional support).
DAAS	Department of Aging and Adult Services
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	Shanti Project / Pets Are Wonderful Support (“PAWS”)

HSA	Human Services Agency
Isolation	For the purpose of this program, isolation is defined as combination 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, natural or social supports, and other additional factors that indicate 1:1 in home and wraparound support would be beneficial
LGBT	Lesbian, Gay, Bisexual, Transgender
Low Income	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, currently at \$36,320 for an individual.
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
OOA	Office on the Aging
Peer Support	Includes the use of paid staff, student-interns, and peer support volunteers. Peer support services include emotional and practical support via regular interactions with clients such as social visits, accompaniment to appointments or events, and other assistance.
Senior	Person who is over 60 years old
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

Isolated LGBT seniors and adults with disabilities, with pets, who are residents of San Francisco.

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

- Low Income
- Non or limited - English speaking
- Minority
- Frail

Participants in Shanti's Animal Bonding Program will also be screened for eligibility criteria for services under the Community Living Fund program:

- Be 18 years and older
- Be a resident of San Francisco
- Be willing and able to be live in the community with appropriate supports
- Have income up to 300% of Federal Poverty Level for a single adult: \$36,420 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 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
  - A medical condition to the extent requiring the level of care that would be provided in a nursing facility; or
  - An inability to manage one's own affairs due to emotional and/or cognitive impairment.

### IV. Description of Services / Units of Service

In recognition of the strong support a pet can provide for an isolated 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 LGBT Seniors 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 LGBT seniors and adults with disabilities who need pet support services. Use of a peer support network provides an innovative service delivery framework for a target population that may be reluctant to seek support services for themselves or their animal companions due to a history of discrimination and marginalization.

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: 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 participation in the Shanti Animal Bonding Program, all consumers entering the Animal Bonding program will also be screened for Community Living Fund eligibility. CLF eligible 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. Recognizing a correlation between the reduction of social isolation and improved health outcomes through animal bonding, the Community Living Fund will support the Animal Bonding Services for Isolated LGBT Seniors and Adults with Disabilities.

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

- 1) Unduplicated Consumers. Grantee will provide services to consumers which consist of the target population.

UNIT: One unduplicated consumer.

- 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, drop-in services and support groups, and 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 consumers.

## V. Location and Time of Services

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

## VI. Service Objectives

**For the period July 1, 2017 – June 30, 2018, Grantee will:**

- Provide program services for at least **185** unduplicated consumers.



- Provide at least **1200** hours of Care Navigation to consumers.
- Provide Volunteer Recruitment and Development services to at least **30** volunteers.
- Provide at least **2200** Peer Support hours to consumers, delivered by trained peer support volunteers.
- At least **fifty percent** (50%) of consumers will respond to an annual consumer satisfaction survey.
- At least **fifty percent** (50%) of peer support volunteers will respond to an annual consumer satisfaction survey.

## **VII. Outcome Objectives**

- At least **seventy percent** (70%) of consumers responding to an annual consumer satisfaction survey will report that participation in this program allowed them to keep their animal.
- At least **seventy percent** (70%) of consumers responding to an annual consumer satisfaction survey will indicate that participation in this program helped improve their health and/or well-being.
- At least **seventy percent** (70%) of peer support volunteers responding to an annual consumer satisfaction survey report that their training was comprehensive and helpful to their program role.
- At least **seventy percent** (70%) of consumers 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 consumers participating in this program will report reduced risk for hospitalization due to program participation.

## **VIII. Reporting Requirements**

- A. Grantee will enter into CA-GetCare the consumer data including the Intake Form by the 5<sup>th</sup> 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 5<sup>th</sup> working day of the month for the preceding month.
- C. Grantee will submit supporting documents for CLF-eligible purchases for CLF Manager approval. Once approved the grantee may submit invoices on CARBON.

- D. Grantee will provide a detailed summary through June 30, 2018, showing clients served, purchases made, category of purchase and amount of purchase.
- E. 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.
- 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 of the following fiscal year. This report must be submitted to the CARBON system.
- G. 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.
- H. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- I. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year.
- J. 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.
- K. Grantee shall develop and deliver ad hoc reports as requested by HSA.
- L. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- M. For assistance with reporting requirements or submission of reports, please contact:

David Kashani, Contract Manager  
 Human Services Agency  
 P.O. Box 7988  
 San Francisco, CA 94120-7988  
 E-mail: [David.Kashani@sfgov.org](mailto:David.Kashani@sfgov.org)

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**IX. 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 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 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.

	A	B	C	D	E
1	Appendix B2, Page 1				
2	Document Date: 1/22/2018				
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>				
4	<b>BY PROGRAM</b>			UPDATED Jan 2018	
5	Name				
6	Shanti Project				
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>				
8	If modification, Effective Date of Mod. 7/1/17 No. of Mod. 2				
9	Program: Animal Bonding Services for LGBT Seniors and Adults with Disabilities				
10	Budget Reference Page No.(s)	Original	Modification	Modified Total	New Total
11	Program Term	7/1/17-06/30/18	7/1/17-06/30/18	7/1/17-6/30/18	7/1/17-6/30/18
12	<b>Expenditures</b>				
13	Salaries & Benefits	\$261,445	\$0	\$261,445	\$261,445
14	Operating Expense	\$13,785	\$68,807	\$82,592	\$82,592
15	<b>Subtotal</b>	\$275,230	\$68,807	\$344,037	\$344,037
16	Indirect Percentage (%)	9%	9%	9%	9%
17	Indirect Cost (Line 15 X Line 16)	\$24,771	\$6,193	\$30,963	\$30,963
18	Capital Expenditure	\$0		\$0	\$0
19	Total Expenditures	\$300,000	\$75,000	\$375,000	\$375,000
20	<b>HSA Revenues</b>				
21	General Fund	\$300,000		\$300,000	\$300,000
22	Community Living Fund		\$75,000	\$75,000	\$75,000
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$300,000	\$75,000	\$375,000	\$375,000
30	<b>Other Revenues</b>				
31					
32					
33					
34					
35					
36	Total Revenues	\$300,000	\$75,000	\$375,000	\$375,000
37	Full Time Equivalent (FTE)	4.40			
38					
39	Prepared by: Melissa Bryan	Telephone No.: 415-674-4716		Date 01/22/2018	
40	HSA-CO Review Signature: _____				
41	HSA #1				



