



Edwin M. Lee, Mayor

Department of Human Services
Department of Aging and Adult Services

Shireen McSpadden, Executive Director

MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

FROM: MELISSA MCGEE, ACTING DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *J91*

DATE: JUNE 22, 2016

SUBJECT: NEW GRANT: **FAMILY SERVICE AGENCY OF SAN FRANCISCO dba FELTON INSTITUTE (NON-PROFIT)** FOR PROVISION OF THE SENIOR COMPANION PROGRAM

GRANT TERM: 7/1/16 - 6/30/19

| | | | | |
|---------------|------------|--|--------------------|--------------|
| GRANT AMOUNT: | <u>New</u> | | <u>Contingency</u> | <u>Total</u> |
| | \$243,243 | | \$24,324 | \$267,567 |

| | | | | |
|---------------|-----------------|-----------------|-----------------|--|
| ANNUAL AMOUNT | <u>FY 16/17</u> | <u>FY 17/18</u> | <u>FY 18/19</u> | |
| | \$81,081 | \$81,081 | \$81,081 | |

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|-----------------|---------------|--------------|----------------|--------------------|--------------|
| FUNDING SOURCE: | <u>County</u> | <u>State</u> | <u>Federal</u> | <u>Contingency</u> | <u>Total</u> |
| FUNDING: | \$243,243 | | | \$24,324 | \$267,567 |
| PERCENTAGE: | 100% | | | | 100% |

The Department of Aging & Adult Services (DAAS) requests authorization to enter into a grant with Family Service Agency of San Francisco dba Felton Institute for the period of July 1, 2016 to June 30, 2019 in the amount of \$243,243 plus a 10% contingency for a total grant amount not to exceed \$267,567. The purpose of this grant is to provide for the Senior Companion program.

Background

The Senior Companion Program provides supportive services to adults with physical, emotional, or mental health limitations, the majority of whom are elderly, in an effort to achieve and maintain their highest level of independent living.

The Program is designed to engage persons 55 and older, particularly those with low to moderate incomes, in volunteer service and to meet critical community needs by increasing the service capacity of those sites, where volunteers provide service. It also provides a high-quality experience that enriches the lives of the volunteers and those they serve.

Services to be Provided

The purpose of this grant is to develop and provide volunteer service opportunities throughout the community by matching low income to moderate income older persons 55+ years of age with those opportunities to support and increase capacity at local clinical and community based programs.

The Senior Companion Program establishes new social service roles for volunteers through which they can maintain a sense of self-worth, retain physical health and mental alertness, and enrich their social contacts. It also provides supportive services to older persons in an effort to maintain independent living. A monthly stipend and transportation costs are provided to the volunteers.

Selection

Grantee was selected through Request for Proposals 677, which was competitively bid in March 2016.

Funding

Funding for these services is supported by County general funds.

ATTACHMENTS

Appendix A – Services to be Provided by Grantee

Appendix B – Program Budget

APPENDIX A - SERVICES TO BE PROVIDED BY GRANTEE

FAMILY SERVICE AGENCY OF SAN FRANCISCO DBA FELTON INSTITUTE

Effective July 1, 2016 to June 30, 2019

SENIOR COMPANION PROGRAM (SCP)

I. Purpose

The purpose of this grant is to empower people 55 years of age or older to contribute to their communities through service, enhance the lives of those who serve and those whom they serve, and provide communities with valuable supportive services and companionship.

II. Program Definition

Senior Companion Program establishes new social service roles for volunteers through which older adults can maintain a sense of self-worth, retain physical health and mental alertness, and enrich their social contacts through regular and ongoing volunteer opportunities. It also provides supportive services to older persons in an effort to maintain independent living.

Adult Day Care (ADC) ADC program is a community-based program that provides non-medical care to persons 18 years of age or older in need of personal care services, supervision or assistance essential for sustaining the activities of daily living or for the protection of the individual on less than a 24-hour basis. The State Department of Social Services (DSS) licenses these centers as community care facilities. This program is not eligible for Medi-Cal reimbursement.

CARBON Contracts Administration, Reporting and Billing On-Line System

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 to others.

Grantee Family Service Agency of San Francisco, also known as Felton Institute

HSA Human Services Agency of City and County of San Francisco

OOA Office on the Aging

III. Eligibility to be enrolled as Senior Companion

Senior Companion volunteers must:

- be 55 years of age or older;
- meet the established income eligibility guidelines not to exceed 200 percent of the poverty level;
- be determined by a physical examination to be capable of serving the frail elderly or adults with exceptional needs without physical detriment to either themselves or the adult served;
- be willing to accept supervision as required;
- be willing to serve from 15 to 40 hours per week; and
- be willing to receive 20 hours of pre-service orientation training before assignment and monthly in-service training thereafter.

Eligibility to be a Senior Companion may not be restricted on the basis of formal education, experience, race, religion, color, national origin, sex, age, handicap, or political affiliation.

IV. Description of Service

- A.** The Senior Companion Program provides supportive services to adults with physical, emotional, or mental health limitations, the majority of whom are elderly, in an effort to achieve and maintain their highest level of independent living. The Program has a dual purpose:
 1. Engage persons 55 and older, particularly those with low to moderate incomes, in volunteer service to meet critical community needs by increasing the service capacity of those sites, where volunteers provide service.
 2. Provide a high-quality experience that enriches the lives of the volunteers and those they serve.
- B.** Senior Companion volunteers visit with and assist homebound seniors with chores, one on one social interaction, grocery shopping, and transportation to medical and other appointments and other duties as needed.
- C.** The Senior Companion may also advocate for the client when appropriate to assist the client in obtaining community resources that prolong independence and improve their quality of life.
- D.** The Senior Companion may be placed in a structured clinical program such as Adult Day Care Centers or community based Senior Centers; the Senior Companion volunteer encourages frail seniors to participate in prescribed center based activities designed to help the client regain their independence and decrease social isolation.
- E.** In many instances, the Senior Companion volunteer is an integral part of a care management team and is trained to alert doctors and/or family members of potential health problems.
- F.** Many Senior Companion volunteers may also work with persons diagnosed with Alzheimer's disease, stroke, diabetes, and mental illness.
- G.** After placement in the community and in return for their services, Senior Companion volunteers receive a tax-exempt stipend of \$2.65 per hour in accordance with the Domestic Volunteer Service Act of 1973, as amended. Additional benefits include a free meal or meal reimbursement for each day of service, reimbursement for transportation to and from

the work site, supplemental accident, personal liability and excess automobile insurance coverage, an annual physical examination, and personal recognition for their efforts.

V. Contractor Responsibilities / Units of Service and Definitions

During the term of the grant, the Grantee will provide service to the indicated number of consumers with the indicated number of units of service on an annual basis:

Number of unduplicated Senior Companions: Minimum of 15

Number of Volunteer Hours: Minimum of 12,740 hours

Number of unduplicated Seniors Served: Minimum of 75 older adult clients

Senior Companion federal regulations require that volunteers provide person-to-person services to the frail and isolated elderly. The average ratio of volunteer to clients is 3 to 5 assigned clients per volunteer.

VI. Service Objectives

- Grantee will provide at minimum a total of 15 unduplicated senior volunteers to serve as Senior Companions.
- Grantee will provide at minimum 12,740 volunteer hours through Senior Companion services.
- Grantee will provide Senior Companion services to a minimum of 75 unduplicated seniors.

VII. Outcome Objectives

- At least eighty per cent (80%) of Senior Companions will respond to the annual consumer satisfaction survey.
- At least seventy percent (70%) of Senior Companions responding to the annual consumer satisfaction survey will be satisfied with the service and find it beneficial to them.

VIII. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance 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 monthly to the State Ombudsman Office with a copy to OOA, 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 according to the site chart; a

board of director list and whether services are provided appropriately according to Sections 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.

IX. Reporting and Other Requirements

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

- A.** The grantee will enter into the CA Getcare Consumer Management section consumer data from the Intake Form for Senior Companion Volunteers.
- B.** The 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.
- C.** Monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system regarding the following:
 - a. Number of volunteers each month.
 - b. Number of volunteer hours during the month
 - c. Number of seniors served each month
- D.** 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.
- E.** Grantee shall issue a Fiscal Closeout Report and a summary of performance on outcome objectives at the end of the fiscal year. The report is due to HSA no later than July 31st of the following fiscal year.
- F.** Grantee will provide a fiscal year annual summary of outcome objectives report to OOA by July 31st of the following fiscal year.
- G.** Grantee shall develop and ad hoc reports as requested by HSA.
- H.** All reports should be sent electronically, whenever possible, to the Program Analyst and/or the Contract Manager to the following address:

Michael Zaugg, Program Analyst
DAAS, Office on the Aging
PO Box 7988
San Francisco, CA 94120
Email address: michael.zaugg@sfgov.org

Arata Goto, Contracts Manager, GB15
Human Services Agency
PO Box 7988
San Francisco, CA 94120
Email address: arata.goto1@sfgov.org

| | A | B | C | D | E |
|----|--|------------------|----------------------------------|------------------------------|------------------|
| 1 | | | | Appendix B, | Page 1 |
| 2 | | | | Document Date: | 6/11/2016 |
| 3 | HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY | | | | |
| 4 | BY PROGRAM | | | | |
| 5 | Name | | | Term | |
| 6 | FAMILY SERVICE AGENCY OF SAN FRANCISCO | | | July 1, 2016 - June 30, 2019 | |
| 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: DAAS - Senior Companion Program | | | | |
| 10 | Budget Reference Page No.(s) | | | | TOTAL |
| 11 | Program Term | 7/1/16 - 6/30/17 | 7/1/17 - 6/30/18 | 7/1/18 - 6/30/19 | 7/1/16 - 6/30/19 |
| 12 | Expenditures | | | | |
| 13 | Salaries & Benefits | \$11,856 | \$11,856 | \$11,856 | \$35,568 |
| 14 | Operating Expense | \$58,649 | \$58,649 | \$58,649 | \$175,947 |
| 15 | Capital Expenditure | | | | |
| 16 | Subtotal | \$70,505 | \$70,505 | \$70,505 | \$211,515 |
| 17 | Indirect Percentage (%) | 15% | 15% | 15% | |
| 18 | Indirect Cost (Line 17 X Line 18) | \$10,575.75 | \$10,576 | \$10,576 | \$31,728 |
| 19 | Total Expenditures | \$81,081 | \$81,081 | \$81,081 | \$243,243 |
| 20 | HSA Revenues | | | | |
| 21 | | | | | |
| 22 | General Fund | \$81,081 | \$81,081 | \$81,081 | \$243,243 |
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| 34 | TOTAL HSA REVENUES | \$81,081 | \$81,081 | \$81,081 | \$243,243 |
| 35 | Other Revenues | | | | |
| 36 | | | | | |
| 37 | | | | | |
| 38 | | | | | |
| 39 | | | | | |
| 40 | Total Revenues | \$81,081 | \$81,081 | \$81,081 | \$243,243 |
| 41 | Full Time Equivalent (FTE) | | | | |
| 43 | Prepared by: Rachelle Martin - Controller | | Telephone No.: 474-7310 ext. 416 | | 6/11/2016 |
| 44 | HSA-CO Review Signature: _____ | | | | |
| 45 | HSA #1 | | | | |

4 Contractor's Name: FAMILY SERVICE AGENCY OF SAN FRANCISCO
 5 (Same as Line 6 on HSA #1)
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10 **Salaries & Benefits Detail**

| 11 | POSITION TITLE | Agency Totals | | For HSA Program | | TOTAL | |
|----|---------------------------|---------------------------------|-------------|-----------------|------------------|----------|------------------|
| | | Annual Full Time Salary for FTE | Total % FTE | Adjusted FTE | 7/1/16 - 6/30/17 | | 7/1/17 - 6/30/18 |
| 12 | Program Director | \$60,000 | 100.0% | 10.0% | \$6,000 | \$6,000 | \$18,000 |
| 13 | Program Coordinator | \$39,000 | 100.0% | 8.0% | \$3,120 | \$3,120 | \$9,360 |
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| 26 | TOTALS | \$99,000 | 2.00 | 0.18 | \$9,120 | \$9,120 | \$27,360 |
| 27 | | | | | | | |
| 28 | FRINGE BENEFIT RATE | 30.00% | | | | | |
| 29 | EMPLOYEE FRINGE BENEFITS | \$29,700 | | | \$2,736 | \$2,736 | \$8,208 |
| 30 | | | | | | | |
| 31 | TOTAL SALARIES & BENEFITS | \$128,700 | | | \$11,856 | \$11,856 | \$35,568 |
| 32 | | | | | | | |
| 33 | HSA #2 | | | | | | 6/11/2016 |

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Operating Expense Detail

| Expenditure Category | TERM | 7/1/16 - 6/30/17 | 7/1/17 - 6/30/18 | 7/1/18 - 6/30/19 | TOTAL |
|--|------|------------------|------------------|------------------|------------------|
| Rental of Property | | | | | 7/1/16 - 6/30/19 |
| Utilities(Elec, Water, Gas, Phone, Scavenger) | | | | | |
| Office Supplies, Postage | | \$684 | \$684 | \$684 | \$2,052 |
| Printing and Reproduction | | | | | |
| Insurance | | \$126 | \$126 | \$126 | \$378 |
| Staff Training | | | | | |
| Staff Travel-(Local & Out of Town) | | \$2,053 | \$2,053 | \$2,053 | \$6,159 |
| Rental of Equipment | | | | | |
| Repair & Maintenance of Rental of Equipment | | \$350 | \$350 | \$350 | \$1,050 |
| CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE | | | | | |
| Consultant (Abuse & Residential Care Specialist) | | \$3,500 | \$3,500 | \$3,500 | \$10,500 |
| Volunteer Stipends (15) | | \$42,287 | \$42,287 | \$42,287 | \$126,861 |
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| OTHER | | | | | |
| Volunteer Recognition | | \$2,000 | \$2,000 | \$2,000 | \$6,000 |
| Volunteer Meals | | \$3,000 | \$3,000 | \$3,000 | \$9,000 |
| Volunteer Transportation | | \$3,515 | \$3,515 | \$3,515 | \$10,545 |
| Program Related Expenses | | \$1,134 | \$1,134 | \$1,134 | \$3,402 |
| | | | | | |
| TOTAL OPERATING EXPENSE | | \$58,649 | \$58,649 | \$58,649 | \$175,947 |
| HSA #3 | | | | | 6/11/2016 |