



Edwin M. Lee, Mayor

Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

FROM: MELISSA MCGEE, ACTING DEPUTY DIRECTOR _____
JOHN TSUTAWAKA, DIRECTOR OF CONTRACTS JKJ

DATE: OCTOBER 5, 2016

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

| | <u>Current</u> | <u>Renewal</u> | <u>Contingency</u> | <u>Total</u> | |
|-----------------------|------------------------------|---------------------|--------------------|--------------------|--------------|
| GRANT TERM: | 10/1/15- 9/30/16 | 10/1/16- 9/30/17 | | | |
| GRANT AMOUNT: | \$76,875 | \$150,000 | \$15,000 | \$165,000 | |
| ANNUAL AMOUNT: | <u>FY 16/17</u> \$150,000 | | | | |
| FUNDING: | <u>County</u> | <u>State</u> | <u>Federal</u> | <u>Contingency</u> | <u>Total</u> |
| PERCENTAGE: | \$150,000 | \$0 | \$0 | \$15,000 | \$165,000 |
| | 100% | | | 100% | 100% |

The Department of Aging and Adult Services (DAAS) requests authorization to renew the grant with Golden Gate Community Services for the period of October 1, 2016 to September 30, 2017, in the amount of \$150,000 plus a 10% contingency for a total amount not to exceed \$165,000. The purpose of the grant is to reestablish, strengthen, and expand upon the existing Community Service program to seniors and adults with disabilities through Aging and Disability Friendly Community (ADFC) Projects.

①

Background

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

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

In the interest of expanding the range of service delivery methods, DAAS created a new category of services, Aging and Disability Friendly Community (ADFC) projects. ADFC projects take new approaches to delivery of services and creation of social connections within the communities they serve. With an "in the Community" approach, the intent is to support people to thrive in their home environment and enables seniors to also serve as a resource to other members of the community. ADFC Projects are not necessarily tied to a specific location. ADFC Projects utilize paid and volunteer staff to establish a network among the clients they serve while coordinating a wide array of services, activities, and opportunities for socialization and involvement throughout the community

Services to be Provided

Grantee will continue to administer the ADFC development of a blended Village Model + Activity/Senior Center in the Richmond district of San Francisco. Grantee will use its existing senior center (Richmond Senior Center) as a 'homebase' for a blended model of service delivery by adding on services normally found in Village Model programs.

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

Location and Time of Services

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

Grantee Performance

Standard fiscal and contract compliance monitoring was conducted on March 30, 2016. The Department is satisfied that Grantee complies with City contracting requirements.

Program monitoring was conducted during June of 2016. The Department found no programmatic findings and found the Grantee to have satisfactory performance on service and outcome objectives.

Selection

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

Funding

Funding for this grant renewal, including an increase in budget from the original 10/14 procurement baseline, is provided entirely by the City and County General fund as a result of the addback budget process this fiscal year for FY 2016-17.

ATTACHMENTS

Appendix A – Scope of Services

Appendix B - Budget

| | A | B | D | E |
|----|--|------------------|-----------------|------------------|
| 1 | Appendix B, Page 1 | | | |
| 2 | Document Date: 9/20/2016 | | | |
| 3 | HUMAN SERVICES AGENCY BUDGET SUMMARY | | | |
| 4 | BY PROGRAM | | | |
| 5 | Name | | Term | |
| 6 | Golden Gate Senior Services/Richmond Senior Center | | 10/1/16-9/30/17 | |
| 7 | (Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/> | | | |
| 8 | If modification, Effective Date of Mod. 9/1/2016 | | No. of Mod. | |
| 9 | Program: Golden Gate Village | | | |
| 10 | Budget Reference Page No.(s) | | | |
| 11 | Program Term | | 10/1/16-9/30/17 | Total |
| 12 | Expenditures | | | |
| 13 | Salaries & Benefits | \$95,866 | | \$95,866 |
| 14 | Operating Expense | \$36,170 | | \$36,170 |
| 15 | Subtotal | \$132,036 | | \$132,036 |
| 16 | Indirect Percentage (%) | 14.98% | | |
| 17 | Indirect Cost (Line 16 X Line 15) | \$17,964 | | \$17,964 |
| 18 | Capital Expenditure | \$0 | | \$0 |
| 19 | Total Expenditures | \$150,000 | | \$150,000 |
| 20 | HSA Revenues | | | |
| 21 | General Fund | \$150,000 | | \$150,000 |
| 22 | | | | |
| 23 | | | | |
| 24 | TOTAL HSA REVENUES | \$150,000 | | \$150,000 |
| 25 | Other Revenues | | | |
| 26 | | | | |
| 27 | | | | |
| 28 | | | | |
| 29 | | | | |
| 30 | | | | |
| 31 | Total Revenues | \$150,000 | | \$150,000 |
| 32 | Full Time Equivalent (1.61 FTE) | | | |
| 34 | Prepared by: Kaleda Walling | | (415) 752-6444 | Date 9/16/16 |
| 35 | HSA-CO Review Signature: _____ | | | |
| 36 | HSA #1 | | | 11/15/2007 |

(4)

**APPENDIX A – SERVICES TO BE PROVIDED
Golden Gate Senior Services – Richmond Senior Center**

**Village Model + Senior/Activity Center
Effective October 1, 2016 to September 30, 2017**

I. Purpose

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

II. Definitions

| | |
|-----------------------|--|
| Adult with Disability | Person 18 years of age or older living with a disability |
| Activity Scheduling | This is one of four service categories within Community Services. Service units are captured by the number of scheduled activity hours sponsored by the Activity/Senior Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning. |
| CARBON | Contracts Administration, Reporting and Billing On Line System |
| City | City and County of San Francisco, a municipal corporation |
| Controller | Controller of the City and County of San Francisco or designated agent |
| DAAS | Department of Aging and Adult Services |
| Disability | A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment. |
| Enhanced Outreach | This is one of four service categories within Community Services. Service units are captured by providing more formal outreach efforts and enhanced services to support the outreach efforts. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. |

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|------------------------|---|
| Frail | An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, breathing, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others. |
| Grantee | Golden Gate Senior Services – Richmond Senior Center |
| HSA | Human Services Agency of the City and County of San Francisco |
| Low Income | Having income at or below the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services |
| Minority | An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130. |
| OCM | Office of Contract Management, Human Services Agency |
| OOA | Office on the Aging |
| Purchaser | Director of Purchasing of the City and County of San Francisco, or designated agent |
| Senior | Person who is 60 years or older |
| (Senior) Village Model | The Senior Village is a rapidly growing model of senior services programming that promotes independent living. The Village model is a membership organization through which paid staff and a volunteer cadre coordinate a wide array of services and access to socialization activities for senior members. |
| Service Request | Assistance provided to Village member by staff, volunteer, or fellow member. Examples include: referral to vetted services, transportation, and household help. |



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|----------------------------------|---|
| Social Services/Other | This is one of the four service categories within Community Services. Service units are captured by providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person. |
| Translation | This is one of four service categories within Community Services. Service units are captured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements , presentations, etc. |
| Unit of Service | Defined as one hour of service |
| Village + Senior/Activity Center | Village + Senior/Activity Center is a new concept blending the Village model with an Activity / Senior Center. This blend provides an opportunity to enhance the Village Model by incorporating some of the distinct features of a Senior/Activity Center: a dedicated location for programming, a distinct community presence, and increased access to non-Village services which may be offered by a Senior/Activity Center. |

III. Target Population

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

IV. Eligibility for Services

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

V. Location and Time of Services

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

VI. Service Description

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

services (i.e., ride to doctor's appointment, minor home maintenance repairs and/or referral, health and wellness activities, etc.).

VII. Contractor Responsibilities

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

VIII. Service Objectives

On an annual basis:

- Grantee will provide service to 100 unduplicated consumers which consist of the membership base.
- Grantee will increase outreach and expand membership by 40 new members.
- Grantee will provide volunteer recruitment and development services to 30 volunteers.
- Grantee will complete 125 service requests for members.
- Grantee will provide 480 hours of activity/senior center services to members. (Combination of activity scheduling, translation and social service/other service).

IX. Outcome Objectives

- At least 50% of Village members will respond to an annual consumer satisfaction survey administered according to OOA guidelines.
- At least 90% of new members surveyed will indicate they are experiencing new positive and rewarding exchanges with this blended model.
- Achieve at least a 35% membership consisting of consumers who previously did not receive services from the Richmond Senior Center.
- At least 50% of members will participate in both a service which is typically a Village model service and in a service which is typically a Senior Center service.

X. Reporting and Other Requirements

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

- A. Grantee will enter into CA-GetCare all client and service unit data by the 5th working day of the month for the preceding month.

- B. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- C. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules. For specific compliance requirements, please refer to Appendices F & G to the Grant Agreement.
- 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 will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year.
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA.
- G. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- H. For assistance with reporting requirements or submission of reports, please contact:

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

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

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA Getcare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current; a board of director list and whether services are provided appropriately according to Sections VIII and IX.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and

plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance, and HIPAA compliance.

Salaries & Benefits Detail

| | A | B | C | D | E | F | H | I | |
|----|-----------------------------------|---------------------------------------|----------------|-----------------|--------------|-----------------|-----------------|-------------------|--|
| 1 | | | | | | | | | |
| 2 | | | | | | | | | |
| 3 | | | | | | | | | |
| 4 | Golden Gate Village | | | | | | | | |
| 5 | (Same as Line 9 on HSA #1) | | | | | | | | |
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| 7 | | | | | | | | | |
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| 9 | | | | | | | | | |
| 10 | | | | | | | | | |
| 11 | | 10/1/16-9/30/17 | | | | | | | |
| | | Agency Totals | | For HSA Program | | For DHS Program | For DHS Program | TOTAL | |
| | | Annual Full Time Salary for FTE | Total % FTE | % FTE | Adjusted FTE | Budgeted Salary | Budgeted Salary | 7/1/16 to 6/30/17 | |
| 12 | POSITION TITLE | | | | | | | | |
| 13 | RSC Director | \$78,005 | 100% | 11.43% | 11.43% | \$8,916 | | \$8,916 | |
| 14 | GG Village Program Director | \$46,800 | 100% | 100% | 100% | \$46,800 | | \$46,800 | |
| 15 | Programs and Services Coordinator | \$54,000 | 100% | 50% | 50% | \$20,977 | | \$20,977 | |
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| 28 | | | | | | | | | |
| 29 | TOTALS | \$178,805 | 3.00 | 1.61 | 1.61 | \$76,693 | \$0 | \$76,693 | |
| 31 | FRINGE BENEFIT RATE | 25% | | | | | | | |
| 32 | EMPLOYEE FRINGE BENEFITS | \$44,701.28 | | | | \$19,173 | \$0 | \$19,173 | |
| 34 | TOTAL SALARIES & BENEFITS | \$223,506 | | | | \$95,866 | \$0 | \$95,866 | |
| 35 | HSA #2 | | | | | | | 11/15/2007 | |

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| | A | B | C | D | E | F | I | J | K |
|----|---|---|---|---|-----------------------------|---|---|--------------------|-------------------|
| 1 | Appendix B, Page | | | | | | | | |
| 2 | Document Date: | | | | | | | | 9/20/2016 |
| 3 | | | | | | | | | |
| 4 | Golden Gate Village | | | | | | | Appendix B, Page 3 | |
| 5 | (Same as Line 9 on HSA #1) | | | | | | | | |
| 6 | | | | | | | | | |
| 7 | Operating Expense Detail | | | | | | | | |
| 8 | | | | | | | | | |
| 9 | | | | | | | | | |
| 10 | | | | | | | | | |
| 11 | | | | | | | | | TOTAL |
| 12 | <u>Expenditure Category</u> | | | | <u>TERM 10/1/16-9/30/17</u> | | | | \$ - |
| 13 | Rental of Property | | | | | | | | \$ - |
| 14 | Utilities(Elec, Water, Gas, Phone, Scavenger) | | | | \$1,488 | | | | \$ 1,488.00 |
| 15 | Office Supplies, Postage | | | | \$4,930 | | | | \$ 4,930.00 |
| 16 | Building Maintenance Supplies and Repair | | | | | | | | \$ - |
| 17 | Printing and Reproduction | | | | \$2,450 | | | | \$ 2,450.00 |
| 18 | Insurance | | | | | | | | \$ - |
| 19 | Staff Training | | | | | | | | \$ - |
| 20 | Staff Travel-(Local & Out of Town) | | | | \$3,200 | | | | \$ 3,200.00 |
| 21 | Rental of Equipment | | | | | | | | \$ - |
| 22 | CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE | | | | | | | | |
| 23 | Programs & Events for members/volunteers | | | | \$12,112 | | | | \$ 12,112.00 |
| 24 | IT Consultant | | | | \$390 | | | | \$ 390.00 |
| 25 | | | | | | | | | |
| 26 | | | | | | | | | |
| 27 | OTHER | | | | | | | | |
| 28 | Volunteer Background checks | | | | \$975 | | | | \$ 975.00 |
| 29 | Village Network membership | | | | \$375 | | | | \$ 375.00 |
| 30 | Web based support services | | | | \$891 | | | | \$ 891.00 |
| 31 | Outreach | | | | \$9,359 | | | | \$ 9,359.00 |
| 32 | | | | | | | | | |
| 33 | | | | | | | | | |
| 34 | TOTAL OPERATING EXPENSE | | | | \$36,170 | | | | \$ 36,170.00 |
| 35 | | | | | | | | | |
| 36 | HSA #3 | | | | | | | | 11/15/2007 |

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