



London Breed, Mayor

Department of Human Services
 Department of Aging and Adult Services
 Office of Early Care and Education

Trent Rhorer, Executive Director

MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *(JK)*

DATE: SEPTEMBER 5, 2018

SUBJECT: GRANTS MODIFICATION: **BERNAL HEIGHTS NEIGHBORHOOD CENTER for COMMUNITY SERVICES for SENIORS AND ADULTS WITH DISABILITIES**

GRANT TERM:	<u>Current</u> 7/1/18- 6/30/20	<u>Modification</u> 7/1/18- 6/30/20	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
TOTAL GRANT AMOUNT:	\$1,052,196	\$100,000	\$1,152,196	\$115,219	\$1,267,415
ANNUAL AMOUNT:	<u>FY 18/19</u>	<u>FY19/20</u>			
	\$626,098	\$526,098			
Funding Source MODIFICATION FUNDING: PERCENTAGE:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$1,152,196			\$115,219	\$1,267,415
	100%	0%	0%		

The Department of Aging and Adult Services requests authorization to modify the existing grant agreements with Bernal Heights Neighborhood Center (BNHC) for the provision of Community Services to older adults and adults with disabilities for the time period beginning July 1, 2018 and ending June 30, 2020 for an additional amount of \$100,000 for a new grant amount of \$1,152,196, plus a 10% contingency for a total not to exceed amount of \$1,267,415.

Grantee	Current FY18/19	Modification FY18/19	Revised FY18/19	FY19/20	Total FY18/20	10% Contingency	Total Not to Exceed
BNHC - Cortland	\$230,685	\$50,000	\$280,685	\$230,685	\$511,370	\$51,137	\$562,507
BNHC - Excelsior	\$295,413	\$50,000	\$345,413	\$295,413	\$640,826	\$64,082	\$704,908
Total	\$526,098	\$100,000	\$626,098	\$526,098	\$1,152,196	\$115,219	\$1,267,415

Background

Through the annual City budgeting process, the Board of Supervisors has included one-time-only funding in the amount of \$100,000 to support Community Services programs for older adults and adults with disabilities in District 9 (\$50,000) and District 11 (\$50,000). Due to their one-time-only nature, these additional funds are only available for FY 18/19.

Bernal Heights Neighborhood Center Community Service (BNHC) programs are located on Cortland St. in Bernal Heights (District 9) and on Mission St in the Excelsior district of San Francisco (District 11). The two Centers offer a wide array of activities and programming to enhance the cultural, educational, mental and physical well-being of participants in both communities. The sites can also be the entry point for many older adults and adults with disabilities in need of additional services, such as on-site translation and social services.

Services to be Provided

The Cortland location will bring on a part-time bilingual Social Service Coordinator for the 2018 – 2019 fiscal year. The addition of the new part-time staff at the Cortland location will allow the program to increase Social Services, Translation, and Activities Scheduling services. The Excelsior location will bring on a part-time bilingual Wellness & Social Service Coordinator for the 2018 – 2019 fiscal year. The addition of the new part-time staff at the Excelsior location, will allow the program to increase Social Services, Translation, and Activity Scheduling services - with an emphasis on weekend wellness programing.

Performance

Bernal Heights Neighborhood Center was monitored in March 2018. The grantee was determined to be in compliance with fiscal and programmatic requirements for FY 17/18.

Selection

Grantees were selected through RFP #785 issued in February 2018.

Funding

Community Service grants will be funded through a combination of Federal and County funds.

ATTACHMENTS

- Appendix A-Services to be Provided
- Appendix B- Program Budget
- Appendix A1-Services to be Provided
- Appendix B1- Program Budget
- Appendix F- Site Chart

APPENDIX A – SERVICES TO BE PROVIDED

Bernal Heights Neighborhood Center

**COMMUNITY SERVICES
Excelsior Location**

**Effective July 1, 2018 to June 30, 2020\
Modified September 5, 2018**

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
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
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.
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) 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 individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.
Grantee	Bernal Heights Neighborhood Center
HSA	Human Services Agency of the City and County of San Francisco

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
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
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
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> 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 (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

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

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 Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community 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.

2) Translation – Units of Service are measured 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.

3) Social Services – Units of Service are measured by the number of hours 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.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. 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. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

Enhanced Outreach is not funded through this grant.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

Service Objectives for Fiscal Year 2018 -2019:

- Grantee will serve **800** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **4,000** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **4,000** units of service of Translation Services.
- Grantee will provide **3,900** units of service of Social Services.
- Grantee will provide **0** units of service of Enhanced Outreach.

Service Objectives for Fiscal Year 2019 – 2020:

- Grantee will serve **800** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **3,500** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **3,500** units of service of Translation Services.
- Grantee will provide **3,500** units of service of Social Services.
- Grantee will provide **0** units of service of Enhanced Outreach.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

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

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- 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, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- 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 to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.

- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Monte Cimino, MSW
Program Analyst
P.O. Box 7988
San Francisco, CA 94120
monte.cimino@sfgov.org

or

Steve Kim
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120
steve.kim@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 that program staff have completed the California Department of Aging (CDA) Security Awareness Training, 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; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- 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
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name			Term
6	Bernal Heights Neighborhood Center			07/01/18-06/30/20
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/> XX			
8	If modification, Effective Date of Mod: 8/15/2018		No. of Mod. #1	
9	Program: Community Services - Excelsior			
10	Budget Reference Page No.(s)			
11	Program Term	07/01/2018-06/30/2019	07/01/2019-06/30/2020	Total
12	Expenditures			
13	Salaries & Benefits	\$226,834	\$184,505	\$411,339
14	Operating Expense	\$73,525	\$72,376	\$145,901
15	Subtotal	\$300,359	\$256,881	\$557,240
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$45,054	\$38,532	\$83,586
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$345,413	\$295,413	\$640,826
20	HSA Revenues			
21	General Fund	\$307,418	\$262,918	\$570,337
22	CFDA 93.778	\$37,995	\$32,495	\$70,490
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$345,413	\$295,413	\$640,826
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$345,413	\$295,413	\$640,826
37	Full Time Equivalent (FTE)	3.89	3.14	
39	Prepared by: Pura Nagrampa		Telephone No.: 415-206-2140 x 147	
40	HSA-CO Review Signature: _____			
41	HSA #1			8/15/2018

	A	B	C	D	E	F	G	H	I	J	K
1	Appendix B, Page 3										
2											
3											
4	Bernal Heights Neighborhc										
5	Community Service - Excelsior										
6											
7	Operating Expense Detail										
8											
9											
10											
11											
12	Expenditure Category	TERM	07/01/2018- 06/30/2019	07/01/2018- 06/30/2019 Mod #1	07/01/2019- 06/30/2020						TOTAL
13	Rental of Property		\$37,176		\$37,248						\$74,424
14	Utilities(Elec, Water, Gas, Phone, Garbage)		\$7,200	\$360	\$7,200						\$14,760
15	Office Supplies, Postage		\$2,370		\$2,370						\$4,740
16	Building Maintenance Supplies and Repair		\$3,480		\$3,480						\$6,960
17	Printing and Reproduction		\$1,200		\$1,200						\$2,400
18	Insurance		\$2,731		\$3,003						\$5,734
19	Staff Training		\$3,000		\$3,000						\$6,000
20	Staff Travel-(Local & Out of Town)		\$3,600	\$1,086	\$3,780						\$8,466
21	Rental of Equipment		\$1,650		\$1,700						\$3,350
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
23											
24											
25											
26											
27											
28	OTHER										
29	Social Activities-Food		\$1,625		\$1,625						\$3,250
30	Social Activities-Decorations		\$780		\$580						\$1,360
31	Arts & Crafts		\$1,440		\$1,440						\$2,880
32	Field Trips		\$2,700		\$2,700						\$5,400
33	Other Program Supplies		\$3,127		\$3,050						\$6,177
34											
35	TOTAL OPERATING EXPENSE		\$72,079	\$1,446	\$72,376						\$145,901
36											
37	HSA #3										8/15/2018

APPENDIX A1 – SERVICES TO BE PROVIDED

Bernal Heights Neighborhood Center

COMMUNITY SERVICES Cortland Location

Effective July 1, 2018 to June 30, 2020
Modified September 5, 2018

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
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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.
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) 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 individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.
Grantee	Bernal Heights Neighborhood Center
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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
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
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
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> 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 (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

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

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 Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community 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.

2) Translation – Units of Service are measured 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.

3) Social Services – Units of Service are measured by the number of hours 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.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. 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. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

Enhanced Outreach is not being funded through this Grant.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

Service Objectives for Fiscal Year 2018 - 2019:

- Grantee will serve **425** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **3,200** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **1,500** units of service of Translation Services.
- Grantee will provide **3,000** units of service of Social Services.
- Grantee will provide **0** units of service of Enhanced Outreach.

Service Objectives for Fiscal Year 2019 – 2020:

- Grantee will serve **425** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **2,800** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **1,000** units of service of Translation Services.
- Grantee will provide **2,500** units of service of Social Services.
- Grantee will provide **0** units of service of Enhanced Outreach.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

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

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- 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, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- 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 to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.

- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Monte Cimino, MSW
Program Analyst
P.O. Box 7988
San Francisco, CA 94120
monte.cimino@sfgov.org

or

Steve Kim
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120
steve.kim@sfgov.org

X. 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 that program staff have completed the California Department of Aging (CDA) Security Awareness Training, 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; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- 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
1	Appendix B1, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name			Term
6	Bernal Heights Neighborhood Center			07/01/18-06/30/20
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/> <u>XX</u>			
8	If modification, Effective Date of Mod: 8/15/2018		No. of Mod. #1	
9	Program: Community Services - Cortland			
10	Budget Reference Page No.(s)			
11	Program Term	07/01/2018- 06/30/2019	07/01/2019- 06/30/2020	Total
12	Expenditures			
13	Salaries & Benefits	\$196,078	\$151,104	\$347,182
14	Operating Expense	\$38,431	\$39,058	\$77,489
15	Subtotal	\$234,509	\$190,162	\$424,671
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$35,176	\$28,523	\$63,699
18	Subcontractor/Capital Expenditures	\$11,000	\$12,000	\$23,000
19	Total Expenditures	\$280,685	\$230,685	\$511,370
20	HSA Revenues			
21	General Fund	\$249,810	\$205,310	\$455,120
22	CFDA 93.778	\$30,875	\$25,375	\$56,250
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$280,685	\$230,685	\$511,370
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$280,685	\$230,685	\$511,370
37	Full Time Equivalent (FTE)	3.23	2.48	
39	Prepared by: Pura Nagrampa		Telephone No.: 415-206-2141 x 147	
40	HSA-CO Review Signature: _____			
41	HSA #1			8/15/2018

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4	Bernal Heights Neighborhood Center										
5	Community Service - Cortland										
6											
7	Operating Expense Detail										
8											
9	TOTAL										
10	Expenditure Category	TERM	07/01/2018-06/30/2019	07/01/2018-06/30/2019 Mod #1	07/01/2019-06/30/2020						07/01/18-06/30/20
11	Rental of Property										
12	Utilities(Elec, Water, Gas, Phone, Garbage)		\$ 4,700	\$ 360	\$ 5,226						\$ 10,286
13	Office Supplies, Postage		\$ 2,119		\$ 2,278						\$ 4,397
14	Building Maintenance Supplies and Repair		\$ 3,300		\$ 3,500						\$ 6,800
15	Printing and Reproduction		\$ 1,400		\$ 1,500						\$ 2,900
16	Insurance		\$ 1,848		\$ 2,033						\$ 3,881
17	Staff Training		\$ 3,000		\$ 3,000						\$ 6,000
18	Staff Travel-(Local & Out of Town)		\$ 2,400	\$ 1,086	\$ 2,520						\$ 6,006
19	Rental of Equipment		\$ 1,638		\$ 1,720						\$ 3,358
20											
21	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
22											
23											
24											
25	OTHER										
26	Activity Materials/Supplies and Snacks		\$ 16,580		\$ 17,280						\$ 33,860
27											
28											
29											
30	TOTAL OPERATING EXPENSE		\$ 36,985	\$ 1,446	\$ 39,058						\$ 77,489
31											
32	HSA #3										8/15/2018

	A	B	C	D	E
1					Appendix B1, Page 4
2					
3					
4	Bernal Heights Neighborhood Center				
5	Program: Community Services - Cortland				
6					
7	Subcontractor/Capital Expenditures				
8					
9					TOTAL
10	SUBCONTRACTORS		7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
11	Choir Director		\$11,000	\$12,000	\$23,000
12					
13					
14					
15					
16	TOTAL SUBCONTRACTOR COST		\$11,000	\$12,000	\$23,000
17					
18					
19	EQUIPMENT	TERM	7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
20	Units	ITEM/DESCRIPTION			
21		Equipment A			
22					
23					
24					
25	TOTAL EQUIPMENT COST		\$0	\$0	\$0
26					
27	REMODELING		7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
28	Description:				
29	Remodel A				
30					
31					
32	TOTAL REMODELING COST		\$0	\$0	\$0
33					
34	TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE		\$11,000	\$12,000	\$23,000
35					
36	HSA #4				8/15/2018

APPENDIX F - SITE CHART

HSA / DAAS / OFFICE ON THE AGING

AGENCY: Bernal Heights Neighborhood Center

FISCAL YEAR: 2018 - 2020

CONTRACT MAILING ADDRESS: 515 Cortland Avenue San Francisco CA 94110

DIRECTOR: Lea Tamayo PHONE NO.: 415-206-2140 ext 174

SITES: (Community Services) Name of Site	Bernal Heights Neighborhood Center	Excelsior Community Center			
Address and Zip	515 Cortland Avenue San Francisco CA 94110	4468 Mission Street San Francisco CA 94112			
Phone Number	415-206-2140	415206-2140			
Fax Number	415-648-0793	415-334-9918			
Neighborhood	Bernal Heights	Mission and Excelsior			
Muni Line #s	24, 67, 14	14,49,29			
Person in Charge	Lea Tamayo	Lea Tamayo			
Site Manager	Kimberly Bautista	Theresa Duran			
Programs Offered at Site	(Community Services, Congregate Meal)	(Community Services, Congregate Meal)			
Days Open	X Mon X Tues X Wed X Thurs X Fri _____ Sat _____ Sun	X Mon X Tues X Wed X Thurs X Fri X Sat _____ Sun	Mon ___ Tues Wed ___ Thur Fri ___ Sat Sun	Mon ___ Tues Wed ___ Thur Fri ___ Sat Sun	Mon ___ Tues Wed ___ Thur Fri ___ Sat Sun
Hours Open	9:00 AM - 5:00 PM	9:00 AM - 5:00 PM			
Hours of scheduled programming	9:00 AM - 3:00 PM	9:00 AM - 3:00 PM			
Hours of meal service	1.00	1.00			
Annual number of meals at site	248	302			
Average number of meals per day	25	35			
Total number of service days in FY	248	250			

APPENDIX F - SITE CHART
HSA / DAAS / OFFICE ON THE AGING

AGENCY: Bernal Heights Neighborhood Center

FISCAL YEAR: 2017-2018

CONTRACT MAILING ADDRESS: 515 Cortland Avenue San Francisco CA 94110

DIRECTOR: Lea Tamayo

PHONE NO.: 415-206-2140 ext 174

SITES: (Community Services)	Bernal Heights Neighborhood Center	Excelsior Community Center		
Name of Site				
Days closed	Jan. 01 New Year's Day Jan. 18 Martin Luther King Jr. Day Feb.19 President's Day Mar.30 Cesar Chavez Day May 28 Memorial Day July 4 Independence Day Sept. 4 Labor Day Nov. 22 Thanksgiving Day Nov.23 Day After Thanksgiving Dec.24 -Dec.25 In Observance of Christmas Dec.31 In Observance of New Year's Day	Jan. 01 New Year's Day Jan. 18 Martin Luther King Jr. Day Feb.19 President's Day Mar.30 Cesar Chavez Day May 28 Memorial Day July 4 Independence Day Sept. 4 Labor Day Nov. 22 Thanksgiving Day Nov.23 Day After Thanksgiving Dec.24 -Dec.25 In Observance of Christmas Dec.31 In Observance of New Year's Day		
ADA Accessible	X Yes ___ No	X Yes ___ No		