



London Breed, Mayor

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 *JKJ*

DATE: OCTOBER 3, 2018

SUBJECT: GRANT MODIFICATION: **OPENHOUSE** for **COMMUNITY SERVICES** for **SENIORS AND ADULTS WITH DISABILITIES**

GRANT TERM:	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
	7/1/18- 6/30/20	7/1/18- 6/30/19			
TOTAL GRANT AMOUNT:	\$528,836	\$105,000	\$633,836	\$63,384	\$697,220
ANNUAL AMOUNT:	<u>FY 18/19</u>	<u>FY19/20</u>			
	\$369,418	\$264,418			
Funding Source MODIFICATION FUNDING: PERCENTAGE:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$105,000			\$10,500	\$115,500
	100%	0%	0%		

The Department of Aging and Adult Services requests authorization to modify the existing grant agreement with Openhouse for the time period of July 1, 2018 through June 30, 2019, in the additional amount of \$105,000 plus a 10% contingency for a total amount not to exceed of \$697,220. The purpose of the grant is to provide Community Services to older adults and adults with disabilities.

Background

The funding supporting this contract modification which are local General Funds, come from two sources:

- 1) \$75,000 on a one time only basis for use in the current fiscal year (18/19) has been provided by the Board of Supervisors as part of the annual budgeting cycle. These funds are dedicated to supporting housing-related programs in Supervisorial District 8.
- 2) \$30,000 in one time only funding is being provided through Supervisorial District 8's Participatory Budgeting process. Via the Participatory Budgeting process, participating Supervisorial Districts solicit proposals for one time grants with a focus on improving their particular district. Proposals are made public and voted on by District residents. Proposals receiving sufficient votes receive funding.

Services to be Provided

- 1) As part of their Community Services programs, in Fiscal Year 2108-2019 Openhouse will provide a Housing Coordinator to assist with the new Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ+) friendly residence at 95 Laguna due to open in Spring 2019. The Housing Coordinator will facilitate activities of public outreach and interaction for the application process and move-in including facilitation of housing workshops, answering calls and questions about the residence and the application process, and providing one-to-one assistance with applications and other documents. There is expected to be as many as 3000 applications for the 79 units at 95 Laguna, officially known as the Marcy Adelman and Jeanette Gurevitch Openhouse Community.
- 2) The Participatory Budget funding will support an intergenerational creative arts program focusing on decreasing loneliness in older adults. The Multimodal Intergenerational Social Contact Initiative (MISCI) is a new, evidence-informed social intervention under development in San Francisco by UCSF's Global Brain Health Institute. UCSF staff will operate the MISCI in collaboration and via a subcontract with Openhouse. MISCI brings together undergraduate and postgraduate students and older adults screened for loneliness to build a relationship through a joint creative project. Creative projects may include storytelling, poetry, music, painting, knitting, quilting, making a film or writing a song. After a set interval of meetings for preparation and development, a showcase event will allow for presentation of completed projects.

Performance

Openhouse received program monitoring on March 23, 2018. The grantee was determined to be in compliance with fiscal and programmatic requirements for FY 17/18.

Selection

Grantee was selected through RFP #785 issued in February 2018.

Funding

Community Service grants will be funded through County funds.

ATTACHMENTS

Appendix A1-Services to be Provided

Appendix B1- Program Budget

Appendix F – Site Chart

Appendix A1 – Services to be Provided

Openhouse Community Services

July 1, 2018 – June 30, 2020

Modified October 3, 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 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, 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 individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Openhouse
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.
Older adult	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, Queer +

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 being provided as part of this grant, details of Grantee's Enhanced Outreach are as follows:

In addition to general outreach to raise community awareness of Openhouse's offerings, Openhouse will be engaging in Enhanced Outreach by specifically targeting additional outreach to the Transgender community and LGBTQ+ older adults of color. In order to reach and engage these "communities within communities," Openhouse will develop specific programming in-house as well as fostering cross-organizational programming with other local organizations. Openhouse will also

continue collaborations with organizations such as API Wellness/Trans Thrive, Lyric, Positive Resource Center, and the City's Office of Transgender Initiatives.

For Fiscal year 2018 – 2019

As part of the Enhanced Outreach plan Openhouse will provide a staff person to assist consumers inquiring about and applying for their new LGBTQ+ friendly housing facility at 95 Laguna Honda. This assistance will include responding to questions from consumers and consumer groups, distributing information about both Openhouse and City wide housing opportunities, housing workshops, assisting with the completion of applications, processing of applications, and finalizing of housing arrangements at the new site. Lack of affordable housing remains one of the most pressing issues facing older adults and adults with disabilities; through this project, Openhouse will be working to provide housing and housing options to the target populations.

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

For Fiscal Year 2018-2019:

- Grantee will serve **420** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **1,510** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **0** units of service of Translation.
- Grantee will provide **1,100** units of service of Social Services.
- Grantee will provide **750** units of service of Enhanced Outreach.

For Fiscal Year 2019-2020:

- Grantee will serve 400 unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide 1,300 units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide 0 units of service of Translation.
- Grantee will provide 1,100 units of service of Social Services.
- Grantee will provide 90 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:

Steve Kim
 Contract Manager/HSA
 P.O. Box 7988
 San Francisco, CA 94120
 Steve.Kim@sfgov.org

Rick Appleby
 Office on the Aging
 P.O. Box 7988
 San Francisco, CA 94120
 Rick.Appleby@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; review of 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 VIII and IX, 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	E	F
1	Appendix B1, Page 1					
2	HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM					
3						
4						
5						
6	Openhouse					
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/> (Year-1 OTO)					
8	If modification, Effective Date of Mod.		No. of Mod. 1			
9	Program: Community Services					
10	Budget Reference Page No.(s)		Mod 1		Revised	
11	Program Term		7/1/18-6/30/19	7/1/18-6/30/19	7/1/18-6/30/19	7/1/19-6/30/20
12	Expenditures					
13	Salaries & Benefits		\$205,929	\$61,000	\$266,929	\$205,929
14	Operating Expenses		\$24,000	\$21,129	\$45,129	\$24,000
15	Subtotal		\$229,929	\$82,129	\$312,058	\$229,929
16	Indirect Percentage (%)		15%	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)		\$34,489	\$12,323	\$46,810	\$34,489
18	Subcontractor/Capital Expenditures		\$0	\$10,550	\$10,550	\$0
19	Total Expenditures		\$264,418	\$105,000	\$369,418	\$264,418
20	HSA Revenues					
21	General Fund		\$264,418		\$264,418	\$264,418
22	D8 Participatory Funding +			\$30,000	\$30,000	\$30,000
23	Housing Assistance Program			\$75,000	\$75,000	\$75,000
24						
25						
26						
27						
28						
29	TOTAL HSA REVENUES		\$264,418	\$105,000	\$369,418	\$264,418
30	Other Revenues					
31						
32						
33						
34						
35						
36	Total Revenues		\$264,418	\$105,000	\$369,418	\$264,418
37	Full Time Equivalent (FTE)		2.28		3.75	2.28
39	Prepared by: Matthew Cimino			Telephone No.: 415-530-2783		9/12/2018
40	HSA-CO Review Signature: _____					
41	HSA #1 10/3/2018					

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3		Openhouse				
4		Program: Community Services				
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10		SUBCONTRACTORS	7/1/18-6/30/19	7/1/18-6/30/19 Mod #1	7/1/19-6/30/20	7/1/18-6/30/20
11		Phaedra Bell		\$10,550		
12		Subcontractor 2				
13						
14						
15						
16		TOTAL SUBCONTRACTOR COST	\$0	\$10,550	\$0	\$10,550
17						
18						
19		EQUIPMENT				
19		EQUIPMENT				
25		TOTAL EQUIPMENT COST	\$0	\$0	\$0	\$0
26						
27		REMODELING	7/1/18-6/30/19	7/1/18-6/30/19 Mod #1	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	\$0
33						
34		TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE	\$0	\$10,550	\$0	\$10,550
35						
36		HSA #4				10/3/2018

Appendix F- SITE CHART

FY 07/01/2018 – 06/30/2020

AGENCY: OPENHOUSE HSA/DAAS/OFFICE ON THE AGING

CONTRACT MAILING ADDRESS: 65 Laguna Street, San Francisco, CA 94102

DIRECTOR: Karyn Skultety, PhD, Executive Director

PHONE NO.: 415-296-8995

<p>SITES: (includes congregate nutrition, community/social services, home-delivered meal, food distribution, etc.)</p>	<p>Main Office Openhouse at the Bob Ross LGBT Senior Center</p>		
<p>Name of Site</p>	<p>65 Laguna Street, 94102</p>		
<p>Address and Zip</p>	<p>415-296-8995 415-296-8008 Castro; D8 Karyn Skultety PhD, Executive Director Matthew Cimino, Director of Operations</p>		
<p>Phone Number</p>	<p>Community Services; Case Management; ADRC; Friendly Visitor; Lifelong Learning; Health and Wellness; Community Engagement</p>		
<p>Fax Number</p>	<p><u>X</u> Mon <u>X</u> Tues <u>X</u> Wed <u>X</u> Thurs <u>X</u> Fri ___ Sat ___ Sun</p>		<p>Mon ___ Tues ___ Wed ___ Thur ___ Fri ___ Sat ___ Sun ___</p>
<p>Neighborhood</p>	<p>9:30AM – 5:30PM</p>		
<p>Person in Charge</p>	<p>9:30AM – 5:30PM</p>		
<p>Site Manager</p>	<p>N/A</p>		
<p>Programs Offered</p>	<p>N/A</p>		
<p>Days Open</p>	<p>N/A</p>		
<p>Hours Open</p>	<p>N/A</p>		
<p>Hours of scheduled programming</p>	<p>250</p>		
<p>Hours of meal service</p>	<p>New Year's Day, MLK, Jr. Day, Presidents' Day, Memorial Day Independence Day, Labor Day, Thanksgiving, Day after Thanksgiving, Christmas</p>		
<p>Annual number of meals at site</p>	<p><u>X</u> Yes ___ No</p>		<p>___ Yes ___ No</p>
<p>Annual # nutrition education units</p>			
<p>Average number of meals per day</p>			
<p>Total number of service days in FY</p>			
<p>Days closed</p>			
<p>ADA Accessible</p>			