



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 AND ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

FROM: JILL NIELSEN, DEPUTY DIRECTOR
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *Ju J*

DATE: MAY 1, 2019

SUBJECT: NEW GRANT: **SAN FRANCISCO IN-HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY (NON-PROFIT) FOR INDEEDENT PROVIDER MODE IN-HOME SUPPORTIVE SERVICES**

GRANT TERM:	<u>New</u> 07/01/19- 06/30/22	<u>Contingency</u>	<u>Total</u> 07/01/19- 06/30/22		
GRANT AMOUNT:	\$232,647,804	\$23,264,780	\$255,912,584		
ANNUAL AMOUNT:	<u>FY 19/20</u> \$75,329,426	<u>FY 20/21</u> \$77,724,392	<u>FY 21/22</u> \$79,593,986		
FUNDING SOURCE FUNDING: PERCENTAGE:	<u>County</u> \$46,529,561 20%	<u>State</u> \$69,794,341 30%	<u>Federal</u> \$116,323,902 50%	<u>Contingency</u> \$23,264,780	<u>Total</u> \$255,912,584 100%

The Department of Aging & Adult Services (DAAS) requests authorization to enter into a new grant agreement with San Francisco In-Home Supportive Services Public Authority (SF IHSS PA) for the time period beginning July 1, 2019 and ending June 30, 2022 in the amount of \$232,647,804 plus a 10% contingency for a total amount not to exceed \$255,912,584. The purpose of this grant is to support Independent Provider (IP) Mode In-Home Supportive Services.

Background

The In-Home Supportive Services (IHSS) Program aids eligible low-income older adults and persons with disabilities by matching them with IPs who assist them in activities of daily living. The provision of this service allows older adults and persons with disabilities to remain safely in their own homes, while encouraging independence and rehabilitation where possible. IHSS is

provided through either (a) an IP, or (b) a contracted agency provider for clients who are unable to find and/or supervise their own IP's. Currently, there are approximately 23,000 IHSS clients, 95% who utilize the IP Mode of service.

The SF IHSS PA has two separate grants with DAAS, one for the general operations including the administration of health and dental benefits, and one for Emergency On-Call Services (addressed by a separate Commission action.) General operations, include: maintenance of an IP Registry, processing of criminal background checks for the IP workforce, including providing LiveScan services, the Mentorship Program and IP health and dental benefits. The SF IHSS PA's administrative function also includes an Advisory Council, whose board members attend meetings, and for which they are paid a stipend. The Advisory Council is supported by the state with pass-through funding.

Services to be Provided

The SF IHSS PA is the employer of record for IPs in San Francisco for the purposes of Union negotiations and is responsible for the administration of health and dental benefits for all eligible IPs. In the spring of 2019, the SF IHSS PA concluded bargaining with SEIU 2015. The final contract describes the IP wage schedule through FY 22-23, which is aligned with the recently adopted Minimum Compensation Ordinance. The contract also states that IPs who are authorized to work and are paid for two consecutive months (and for at least 25 hours in one of those months) become eligible to apply for a full medical plan called Healthy Workers, administered by the San Francisco Health Plan. Currently 11,352 IPs or 59% of the eligible IP workforce is enrolled in health benefits and 9,608 or 53% of eligible IPs are enrolled in Liberty Dental benefits.

In addition to the above functions, the SF IHSS PA provides several other critical activities to the IHSS program. These services include the operation of an IP Registry for consumers who need help finding care providers, background investigations of new IPs including providing LiveScan fingerprinting, a Mentorship Program, and a One Stop Resource Center that provides safety and protective supplies to IPs, connection to community resources, and education regarding the use of the Registry and IHSS.

The SF IHSS PA advocates for improved quality of service, distributes educational materials, and conducts monthly worker orientation presentations to expand the number and quality of IPs on the Registry. The SF IHSS PA offers training opportunities to Registry home care providers through a partnership with Homebridge Training. The Basic Training course consists of 48 hours of training that includes CPR/First Aid certification.

The Mentorship Program assists and educates referred consumers on how to successfully hire and maintain an IP in order to successfully transition to and/or maintain independent community living. The mentors facilitate consumers in discharges from Laguna Honda Hospital over a 60-day transition period, half of which is spent on instructing consumers on how to flourish in their homes and communities. The Mentorship program is partially supported through a work order from the Department of Public Health.

Selection

Per Administrative Code 21.5.(b), Grantee is a sole source as outlined in San Francisco Administrative Code Chapter 70, where the San Francisco Board of Supervisors established the San Francisco In-Home Supportive Services Public Authority in accordance with the Welfare and Institutions Code Section 12301.6. In addition, due to the proposed grant being over \$10,000,000, it is subject to approval from the Board of Supervisors in accordance with Charter Section 9.118(b) of the San Francisco Administrative Code. The Department is concurrently seeking Board approval of this grant

Location and Time of Services

The SF IHSS PA is located at 832 Folsom Street, 9th Floor, San Francisco, CA 94107. The SF IHSS PA is open to the public Monday – Friday 8:30am – 5pm, with the exception of designated holidays. The SF IHSS PA will conduct LiveScans additionally at DAAS's 77 Otis location during designated IP Group Orientations.

Funding

Funding for this grant is a combination of Federal, State, and County funds.

Attachments

Appendix A – Services to be Provided

Appendix B – Program Budget - Operations

Appendix B(a) – Program Budget - Fingerprinting Project

Appendix B(b) – Program Budget - Advisory Council

Appendix B(c) – Program Budget - Consumer Peer Mentoring Program

Appendix A – Services to be Provided

San Francisco IHSS Public Authority Consumers in Independent Provider Mode – In-Home Supportive Services

July 1, 2019 – June 30, 2022

I. Purpose of Grant

The purpose of the contract is to improve services under the Independent Provider mode for In-Home Supportive Services (IHSS) consumers in the City and County of San Francisco. In order to accomplish this goal, the major service areas are:

- A. maintaining a home care worker registry;
- B. providing and administering health and dental benefits for Independent Providers;
- C. participating in Independent Provider group orientation, conducting LiveScans and processing of criminal background checks of potential Independent Providers;
- D. providing a Mentorship Program for IHSS consumers;
- E. providing a One Stop Resource Center for IHSS recipients and Independent Providers, which includes trainings for IHSS recipients and distribution of limited safety and protective supplies to Independent Providers; and
- F. providing stipends to Union Stewards for performance of Union related activities in accordance with the current Collective Bargaining Agreement between SEIU 2015 and Grantee.

II. Worker Registry Service

A. Definitions:

CMIPS	Case Management Information and Payroll System, the state wide IHSS database
Consumer	An individual who has been assessed and authorized by DAAS Social Workers to receive personal care, domestic, and related services through the San Francisco IHSS Program.
DAAS	San Francisco Department of Aging & Adult Services
DOJ	Department of Justice
Grantee	San Francisco In-Home Supportive Services Public Authority
HSA	Human Services Agency of the City and County of San Francisco

IP

Independent Provider is the term used to describe qualified individuals who are hired by IHSS consumer to provide them with IHSS authorized services.

B. Target Population

The Registry target populations consist of: (1) all IHSS consumers of the San Francisco IHSS program, and (2) all individuals who wish to be or are working as IPs.

C. Description of Services

Registry services are intended to benefit consumers by aiding them in hiring an IP who comes as close as possible to meeting their individual needs, so that they are able to form a stable employer relationship with the IP.

- (1) Grantee shall design and maintain a Registry database of IPs who have cleared Registry screening, IHSS IP enrollment and basic training. The Registry database will serve the purpose of compiling appropriate referral lists for IHSS consumers who request such assistance.
- (2) Grantee shall recruit and enroll IPs to the Registry on an ongoing basis, ensuring both the number and diversity of active Registry IPs best meets the service and language needs of IHSS consumers. Registry demographics should reflect the cultural and linguistic makeup of the IHSS consumer population using the Registry.
- (3) Grantee shall require Registry IPs to participate in personal care assistance training offered through the DAAS funded IP Training Program.
- (4) Grantee shall receive referrals from DAAS Social Workers for consumers in need of Registry services. Consumers may also self-refer to the Registry.
- (5) Within two business days of receipt of a Registry referral, Grantee shall call and attempt to assist consumer in finding an IP by conducting a brief screening to ascertain the consumer's needs and preferences in order to provide a list of IPs for possible hire.
- (6) Grantee shall email or mail consumers with a list of at least 5 Registry IPs, whose skills match consumer service and language

needs as closely as possible, immediately following the phone screening.

- (7) Grantee will identify consumers who need help in the hiring process and refer them to the Mentorship Program.
- (8) Grantee shall work in collaboration with IHSS Social Workers to identify Registry consumers unable to hire an IP on their own and recommend Contract Mode Services.
- (9) Grantee shall conduct follow up with Registry consumers within 15 business days after sending out a list to determine how things are going and if the consumer has hired from the list. Follow-up shall be documented.

D. Grantee Responsibilities

- (1) Grantee shall analyze demographics of IHSS consumer and Registry IP populations quarterly. If Registry IP demographics do not match those of Registry consumers, the Registry will demonstrate efforts to recruit a more culturally and linguistically representative Registry group.
- (2) Grantee shall check in with Registry IPs on a quarterly basis to verify their continued interest and eligibility for the program.
- (3) Grantee will intervene with Registry IPs who have a documented pattern of not calling back or showing up for interviews with Registry consumers by providing training, coaching and possible termination from Registry.
- (4) Grantee will track numbers of users of Registry services on a daily, weekly, and monthly basis.
- (5) Grantee will ensure the Registry database contains at least 5 active and available Providers who match Consumer needs/preferences for each list requested by a Registry user. Recruitment will be made through outreach and presentations as necessary to maintain Registry size and diversity.
- (6) Grantee shall develop policy guidelines for referring consumers and IPs to the Union and/or the Independent Provider Assistance Center (IPAC) for questions regarding union contract or contact info, timesheets, or payroll. Grantee shall ensure Registry staff are

knowledgeable and know when to refer questions or issues to the Union or IPAC.

- (7) Grantee shall require that potential Registry IPs applying to be active on the Registry have met all legal requirements to become an IHSS IP, including having passed a criminal background check through DOJ, as well as verifying that they are active in CMIPS.
- (8) Grantee shall require that all IPs joining the Registry attend a Registry orientation.
- (9) Grantee shall maintain policies and procedures relating to the conduct of both IHSS Registry consumers and Registry IPs. The Grantee shall implement a protocol by which IPs and consumers who do not follow established rules and guidelines may no longer utilize Registry services. Grantee and DAAS staff will inform each other of conduct problems of consumers and collaboratively address issues. Documentation of violations and determinations will be maintained through this process and retained for monitoring.
- (10) Grantee shall notify DAAS Social Worker by email the same day a Registry list has been sent to a consumer, and shall retain documentation for monitoring.
- (11) Grantee will maintain records for reporting purposes of the following: Registry consumer follow up results, DAAS Social Worker notifications (both initial and follow-up), records of pre-screening interviews, as well as determinations about IPs and consumers who are no longer allowed to participate in the Registry due to rule violations.

III. IHSS Provider Benefits Administration Service

A. Definitions

COBRA	Consolidated Omnibus Reconciliation Act of 1985
Vendors	Entities contracted with IHSS-PA for Health and Dental Benefits

B. Target Population

The target population consists of IHSS IPs enrolled with IHSS and who meet eligibility requirements to enroll in the health and dental benefits provided by the Grantee as defined by the Collective Bargaining Agreement between SEIU 2015 and the Grantee.

C. Description of Services

Grantee shall provide the following services during the term of this grant:

- (1) Regular analysis and maintenance of IP eligibility for health and dental benefits;
- (2) Dissemination of IP enrollment information and applications;
- (3) Information and referral services for IP health and dental coverage questions;
- (4) Assistance to IPs during open enrollment to add/change/delete health and dental coverage;
- (5) Enrollment of IPs into benefits upon receipt of health and dental applications;
- (6) Termination of benefits for IPs who become ineligible; and
- (7) Collaboration with vendors to update eligibility list and notify all potential COBRA beneficiaries of available benefits within 30 days.

D. Grantee Responsibilities

- (1) Grantee shall receive and review all enrollment applications to determine eligibility for health and dental insurance coverage. (If the application is submitted before the 12th of each month, coverage will start on the 1st of the following month.)
- (2) Grantee shall notify IPs of enrollment status.
- (3) Grantee shall follow procedures to ensure that all qualified IPs have proper health and dental insurance coverage.
- (4) Grantee shall respond promptly to IP inquiries regarding health and dental insurance coverage.
- (5) Grantee shall assist IPs with resolving discrepancies of coverage.

- (6) Grantee shall ensure that all records pertaining to health and dental insurance are safely stored.
- (7) Grantee shall collect and analyze benefit participation/utilization data for monthly, quarterly and annual reports to DAAS.

IV. Independent Provider Enrollment Service

A. Definitions

ACL	All County Letter
CDSS	California Department of Social Services
CORI	Criminal offender record information
IPAC	Independent Provider Assistance Center
PEAU	Provider Enrollment Appeals Unit

Tier 1

W & I Code Section 12305.81 – which prohibits any individual who in the last 10 years has been convicted of, or incarcerated following a conviction for, a crime involving fraud against a government health care or supportive services program, or a violation of subdivision (a) of section 273a of the Penal Code (PC) (abuse of a child under circumstances/conditions likely to produce great bodily harm or death), or Section 368 of the PC (abuse of an elder or dependent adult), or similar violations in another jurisdiction. (apply to felony and misdemeanor offenses.)

Tier 2

Exclusionary crimes including: W&IC section 12305.87 and include the following:
 – A violent or serious felony, as specified in PC section 667.5(c), and PC section 1192.7(c);
 – A felony offense for which a person is required to register as a sex offender, pursuant to PC section 290(c); and
 – A felony offense for which a person is required to register as a sex offender, pursuant to PC section 290(c); and
 – A felony offense for fraud against a public social services program, as defined in W&IC section 10980(c)(2) and (g)(2).

Tier 1
Notification
Forms

SOC 852	Notice to Applicant Provider of Provider Ineligibility Due to Tier 1 Crimes(SOC 852)
SOC 855 A	Notice to Recipient of Provider Ineligibility Due to Tier 1 Crimes (SOC 855A)
SOC 856	To Request An Appeal (SOC 856)
SOC 858 A	Notice to Provider of Provider Ineligibility—Tier 1 Crimes Ineligibility—Subsequent Conviction (SOC 858A)
SOC 859 A	Notice to Recipient of Provider Ineligibility—Tier 1 Crimes Ineligibility—Subsequent Conviction (SOC 859A)
<u>Tier 2</u>	
<u>Notification</u>	
<u>Forms</u>	
SOC 852 A	Notice to Applicant Provider of Provider Ineligibility Due to Tier 2 Crimes(SOC 852A)
SOC 855 B	Notice to Recipient of Provider Ineligibility Due to Tier 2 Crimes (SOC 855B)
SOC 856	To Request An Appeal (SOC 856)
SOC 857	Notice to Recipient of Provider Eligibility County/PA/NPC Acknowledgement of Receipt of Waiver (SOC 857)
SOC 858 B	Notice to Provider of Provider Ineligibility—Tier 2 Crime Ineligibility—Subsequent Conviction (SOC 858B)
SOC 859 B	Notice to Recipient of Provider Ineligibility—Tier 2 Crimes Ineligibility—Subsequent Conviction (SOC 859B)
SOC 862	IHSS Recipient Request for Provider Waiver form (SOC 862)
SOC 863	IHSS Applicant Provider Request for General Exception form (SOC 863)
SOC 881	IHSS Provider Request to Remain Active in CMIPS

B. Target Population

The target population consists of individuals who apply to become IPs in the San Francisco IHSS program. Applicants who clear all State requirements to become IPs are then enrolled with DAAS to provide IHSS home care services.

C. Description of Services

The Grantee shall:

- (1) Provide low-cost fingerprinting services to target population at IP group orientation and at Grantee's office during normal business hours;

- (2) Receive Criminal Offender Record Information (CORI) for all applicants to ensure that State eligibility requirements are met for their enrollment as IPs;
- (3) Respond to all applicant requests regarding criminal background check status;
- (4) Update CMIPS of all eligible and ineligible IPs;
- (5) Process all Provider appeals of criminal background check results; and
- (6) Communicate with IPs who have not worked for 12 months regarding continued eligibility.

D. Grantee Responsibilities

- (1) LiveScan services
 - A. Maintain certification to perform LiveScan services.
 - B. Maintain LiveScan equipment and trained staff to provide fingerprinting services.
 - C. Accept payments and provide receipts for services rendered.
 - D. Provide LiveScan at IP group orientations and during consistent and published times at Grantee's office.

- (2) Provider CORI information
 - A. Grantee shall analyze CORI from the DOJ for Tier 1 or Tier 2 Convictions.
 - B. Grantee shall determine individual eligibility for IHSS service provision.
 - C. Grantee shall enter individual eligibility information into CMIPS.
 - a. Grantee shall develop procedures to ensure that IPs who have gone through the fingerprinting process have an accurate record in CMIPS such as SSN, name and address.
 - D. Grantee shall notify consumer and prospective IP of eligibility determination using appropriate State notification forms.
 - E. Per ACL 10-05, Grantee shall:
 - i. Destroy criminal history record information immediately following determination of applicants who have cleared.
 - ii. Retain the criminal history record information of applicants who are disqualified based on a criminal record for a period of one year, for purposes of any legal appeal the provider may file.

- (3) Applicant requests
 - A. Grantee shall develop and implement procedures to respond to fingerprint status inquiries in a timely fashion.

- (4) Appeals

- A. Grantee shall develop and implement procedures to receive applicant appeals and respond to questions regarding appeals.
- B. Grantee shall forward all appeals to the state PEAU.
- C. Grantee shall share CORI information with the PEAU, applicant, and consumer according to State IHSS regulations.

(5) Inactive Providers

- A. Grantee shall send form SOC 881 via mail to IPs who have not submitted timesheets in 12 months.
- B. Grantee will deactivate IPs who do not request to remain active in CMIPS.

V. IHSS Mentorship Program

A. Definitions

IHSS Eligible	An individual who is currently: (1) an IHSS consumer; or (2) a Medi-Cal recipient and has applied for In Home Supportive Services through the San Francisco Department of Aging and Adult Services.
IP	Independent Provider of IHSS
Mentee	A recipient of the Consumer Mentoring Service.
Mentor	A Public Authority employee familiar with IHSS and/or other Medi-Cal services from either previous work experience or personal experience as a Consumer or Provider.
SNF	Skilled Nursing Facilities such as Laguna Honda Hospital

B. Target Population

- (1) IHSS-eligible consumers in the process of discharging from institutional-living settings to community living in San Francisco; or
- (2) Current consumers who are in need of short-term support to remain living independently in the community; and
- (3) Current consumers who need help hiring and managing an IP.

The target population will herein be referred to as Mentee.

C. Description of Services

(1) Outreach and Referral

- A. Grantee will develop an outreach plan to inform SNFs, IHSS consumers, DAAS Social Workers, and other community

partners how individuals can access the IHSS Consumer Mentoring Services.

- B. Grantee will conduct sufficient outreach to achieve an annual unduplicated population of 100 Mentees.

(2) Receipt of Mentee referrals

- A. Grantee will receive referrals from PA Registry Staff, IHSS Social Workers, and SNFs for target population.
- B. Grantee will engage with potential Mentee within 3 business days of receiving the referral.

(3) Mentee Assessment

- A. Grantee will conduct a Whole Person Assessment to understand the Mentee's goals within IHSS. After assessment, Mentee will be matched with a Mentor to provide training and assistance with hiring, getting care started, and retaining an IP.

(4) Consumer Training

- A. Grantee will provide training and coaching on how to be a successful employer of an IP.

(5) Skilled Nursing Facility Discharge Mentoring

- A. Grantee will assist IHSS-eligible consumers in the process of discharging from SNFs with hiring and training IPs or working with Contract Mode Home Care Providers.
- B. Grantee will provide coaching on how to be a successful employer of an IP or a successful user of IHSS Contract Mode.

D. Grantee Responsibilities

(1) Skilled Nursing Facility Discharge mentoring

- A. Grantee will provide Mentors to work with Mentees leaving SNFs on topics that will include, but not be limited to:
 - a. Accessing community-based resources;
 - b. Hiring, managing, and retaining IPs;
 - c. Accessing and using public transportation;
 - d. Exploring community services including banks, ATMs, markets, museums, restaurants, retail stores, etc.; and
 - e. Discussing/demonstrating personal hygiene/care routines.

(2) Grantee will assist Mentee and IP with planning homecare after discharge.

- A. Assist to coordinate start date for IP's employment; and
- B. Assist in developing IP's regular schedule.

- (3) Grantee will contact Mentee one (1) month and three (3) months after discharge from the facility to assess the Mentee's satisfaction with the mentorship services and to determine the level of stability in living in the community. Additional earlier follow up may also be conducted, if necessary. All follow up activities will be documented in consumer records.
- (4) Mentee Records
 - A. Grantee will create records for all Mentees accessing Mentorship Services. Mentee Records will include:
 - i. Whole Person Assessment
 - a. Assessment of Mentee hiring needs
 - b. Notes on interviewing and hiring process
 - c. Outcome of hiring attempts
 - ii. Mentee training records
 - a. List of training modules attended by Mentee with dates
 - iii. Discharge mentoring records
 - a. List of training modules provided
 - b. Documentation of IP hiring process
 - c. Documentation of community needs
 - d. Documentation of post discharge
 - iv. All staff contact with and about Mentee will be documented in progress notes. This includes in-person visits, phone calls and collateral contacts with other agencies etc.
- (5) Mentor Recruitment and Qualification
 - A. Grantee will recruit and maintain an adequate number of Mentors to meet the annual Service Objectives.
 - B. Mentors will complete Mentorship training prior to providing services.
- (6) Mentor Training
 - A. Grantee will develop a training curriculum specific to the needs of new IHSS Mentors.
 - B. Grantee will provide all new Mentors with training.
 - C. Grantee will maintain records of Mentor training attendance.

VI. One Stop Resource Center

A. Target Population

- (1) Consumers of IHSS in need of additional help and guidance with hiring and retaining IPs, and needing additional community resource referrals to help live independently.
- (2) IPs of IHSS in need of additional support and training around working with IHSS Consumers, self-care, and professional home care strategies and techniques.
- (3) Community Support Staff in search of additional information and resources related to IHSS.

B. Description of Services

Grantee shall:

- (1) Provide free monthly/quarterly trainings and workshops to IHSS Consumers on topics such as “Finding an IP”, “Getting Started with an IP” and “Communications Strategies”.
- (2) Provide a resource center that is accessible to target population digitally, telephonically and on-site during regular business hours.
- (3) Design, implement and evaluate safety and protective supplies distribution pilot as required in the current IP Collective Bargaining Agreement between SEIU 2015 and Grantee.

C. Grantee Responsibilities

- (1) Grantee will ensure that trainings and workshops contain relevant and up-to-date information for consumers and IPs.
- (2) Grantee will conduct outreach and marketing to ensure IHSS consumers and IPs are aware of trainings and workshops.
- (3) Grantee will ensure resources in One Stop Center are relevant to IHSS consumers and IPs and are up-to-date. Staff in the One Stop Resource Center, will be knowledgeable about IHSS and available resources and will make referrals and linkages to needed community services.
- (4) Grantee will develop and implement policies and procedures to ensure equitable distribution of safety and protective supplies to IPs.

VII. Union Shop Steward Payment For Union Activities

A. Target Population

Maximum of eleven (11) IP Union Stewards annually identified by SEIU 2015 of performing activities falling within the scope of representation of IHSS IPs.

These Union Stewards will receive stipends and will not be considered employees of the Grantee, nor will the Grantee be responsible for the Union Stewards' performance of stipended activities.

B. Description of Services

- (1) SEIU 2015 will recruit, train and monitor eleven (11) Union Stewards to perform Union related activities such as:
 - A. negotiations;
 - B. maintaining a Union visibility at the Public Authority Office that does not unreasonably interfere with office activities;
 - C. having a role in new provider orientations to inform applicants about the Union;
 - D. representing IPs who have grievances or problems;
 - E. posting information on the bulletin board provided for the Union; and
 - F. assisting IPs with navigating the IHSS program.
- (2) Monthly SEIU 2015 will track and submit to Grantee up to eight (8) hours performed by the identified Union Stewards in a mutually agreeable format and time.
- (3) Grantee will provide individual stipend checks to Union Stewards upon receipt of approved hours within a mutually agreeable time.

C. Grantee Responsibilities

Grantee shall:

- (1) Develop and implement a process with SEIU 2015 to identify, track and pay stipends to up to eleven (11) Union Stewards for up to 8 hours of authorized Union activity per month.
- (2) Ensure that each identified Union Steward receives and signs proper independent contractor forms and documentation.
- (3) Distribute checks to individual IP Union Stewards who have been identified and verified to have performed authorized hours by SEIU 2015.
- (4) Keep accurate and compliant records of stipend program.

VIII. Service Objectives

A. Worker Registry

- (1) Grantee will provide Registry lists to at least 1,000 unduplicated consumers annually.
- (2) Grantee will maintain a 1:5 ratio of diverse IPs on the Registry at any given point in time. (of Registry consumers to IPs on list)

B. IHSS Provider Benefits Administration

- (1) 100% of eligible IPs will receive health, dental, and/or COBRA enrollment packets within 30 days of when the Grantee receives CMIPS data.

C. Independent Provider Enrollment Service/Fingerprinting

- (1) 100% of all Criminal Offender Record Information will be processed by the Grantee within 5 working days of receipt.
- (2) Grantee will complete at least 500 LiveScans annually.

D. IHSS Consumer Mentorship Program

- (1) Grantee will serve at least 100 unduplicated Mentees annually. Served means engagement with Mentorship Services and completion of Whole Person Assessment.
- (2) Grantee will assist at least 20 unduplicated Mentees in discharging from long-term care institutions to independent living annually.

IX. Outcome Objectives

A. Worker Registry

- (1) 75% of consumers using Registry services will hire a Provider (as verified in CMIPS II) within 60 days of receiving their first list.
- (2) In a written survey approved by HSA and conducted by the Grantee, a minimum of 85% of the consumers will indicate:
 - A. General satisfaction with the Registry services provided (4 or 5 on a five point scale.) Consumers state they feel safe in the care of the providers (4 or 5 on a five point scale.)

B. IHSS Provider Benefits Administration

- (1) 100% of qualified IPs submitting enrollment packets will be subsequently enrolled into appropriate plans.

C. Independent Provider Enrollment Service/Fingerprinting

- (1) 100% of criminal background checks will be appropriately and stringently processed to ensure consumer safety.

D. IHSS Consumer Mentoring Service

- (1) 90% of Mentees will successfully hire a Providers within 90 days of engagement in Mentorship Services.

- (2) 75% of Mentees will have stable IHSS home care 3 months after closure of Mentorship Services.
- (3) 90% of Mentees will report that their Mentor helped them to transition successfully to remain in community living.

X. Reporting Requirements

- A. Grantee will provide a quarterly report of activities, referencing the tasks as described in Description of Services and Service Objectives. Reports are due 15 days after the close of the reporting period. Service Objectives will be entered into the Contracts Administration, Billing and Reporting Online (CARBON) system.
- B. Grantee will provide an annual report summarizing the grant activities, referencing the tasks as described in Description of Services, Service Objectives, and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. This report is due 15 days after the completion of the program year and will be entered into CARBON.
- C. Grantee will send the following data points on a monthly and quarterly basis to the County by the 15th of the following month:
 - (1) Worker Registry:
 - A. Consumers: number of referrals, number/percentage of consumers engaged in services, number of lists sent to consumers, Average # of lists sent to consumers, and number/percentage of consumers who were referred in the past 60 days and hired a provider.
 - B. Providers: Number of Registry provider applications received, number of registry providers on boarded, number of “active” registry providers, number of “fully employed” registry providers, number of providers with at least 1 consumer, and average length between acceptance on Registry and hire date.
 - (2) Health and Dental Benefits:
 - A. Number of eligible providers, number of enrollment packets sent, percentage of packets sent to eligible providers, number of submitted packets, number of enrollments, percentage of enrollments of providers that submitted packets, and percentage of eligible providers enrolled in benefits.
 - (3) LiveScan and Criminal Background Checks:

A. Number of records processed, number of tier 1 & 2, number of LiveScans completed, percentage of records processed within 5 days.

(4) Mentorship:

A. Number of referrals from SNFs, number of referrals from DAAS/Registry, number of whole person assessments completed, number of Mentees paired with a Mentor.

(5) One-Stop Resource Center:

A. Number of One-Stop Resource Center training attendees, number of trainees that found the training helpful, number of trainings offered, number of users (drop-in and telephone) of the One Stop Center, and number of consumers who received referrals to resources.

D. Grantee will enter the following services measures on a monthly basis into the CARBON system:

- (1) Worker Registry: Number of unduplicated consumers to whom Registry lists was provided.
- (2) IHSS Provider Benefits Administration: Number of qualified IPs submitting enrollment packets who are subsequently enrolled into appropriate plans.
- (3) Independent Provider Enrollment Service: Number of Criminal Offender Records processed by the Grantee during reporting month.
- (4) IHSS Consumer Mentoring Service: Number of unduplicated Mentees served during reporting month.

E. Grantee shall develop and deliver ad hoc reports as requested by HSA.

F. The reports are to be submitted electronically to the following staff:

David Kashani
Senior Administrative Analyst
David.kashani@sfgov.org

Krista Blyth-Gaeta
IHSS Program Director
krista.blyth-gaeta@sfgov.org

Alternatively, reports can be mailed to both staff at the following address:

Department of Human Services
PO Box 7988
San Francisco, CA 94120

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of client eligibility, back-up documentation for reporting progress towards meeting service and outcome objectives, and compliance with minimum program requirements.

- 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 B, Page 1
2						Document Date: 04/09/19
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Contractor's Name					Contract Term
6	San Francisco In-Home Supportive Services Public Authority					07/01/19 - 06/30/22
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: SF IHSS Public Authority (PA ADMIN / HEALTH / DENTAL)					
10	Budget Reference Page No.(s)					TOTAL
11	Program Term: 7/1/19 - 6/30/22	FY2019-20	FY2020-21	FY2021-22		7/1/19-6/30/22
12	Expenditures					
13	Salaries & Benefits	\$2,164,055	\$2,231,305	\$2,300,468		\$6,695,828
14	Operating Expense	\$72,753,060	\$75,081,177	\$76,854,737		\$224,688,974
15	Subtotal	\$74,917,115	\$77,312,482	\$79,155,205		\$231,384,802
16	Indirect Percentage (%)					
17	Indirect Cost (Line 16 X Line 15)	\$0	\$0	\$0		\$0
18	Capital Expenditure	\$31,750	\$10,250	\$14,750		\$56,750
19	Total Expenditures	\$74,948,865	\$77,322,732	\$79,169,955		\$231,441,552
20	HSA Revenues					
21	General Fund 20%	\$14,989,773	\$15,464,546	\$15,833,991		\$46,288,310
22	State Funding 30%	\$22,484,660	\$23,196,820	\$23,750,987		\$69,432,467
23	Federal Funding 50%	\$37,474,432	\$38,661,366	\$39,584,977		\$115,720,775
24						
25						
26	TOTAL HSA REVENUES	\$74,948,865	\$77,322,732	\$79,169,955		\$231,441,552
27	Other Revenues					
28						
29						
30						
31						
32						
33	Total Revenues	\$74,948,865	\$77,322,732	\$79,169,955		\$231,441,552
34	Full Time Equivalent (FTE): 21.15 FTE PA Staff Only					
36	Prepared by: Loc Chau - Director of Finance & Operations			Telephone: 415-593-8115		04/09/19
37	HSA-CO Review Signature: _____					
38	HSA #1					4/9/2019

	A	B	C	D	E	F	G	H	I	J	M
1	Appendix B, Page 3										
2	Document Date: 04/09/19										
3	Program Name: SF IHSS Public Authority										
4	PA ADMIN / HEALTH / DENTAL										
5											
6											
7											
8											
9											
10											
11											
12	Operating Expense Detail										
13	EXPENDITURE CATEGORY	TERM	FY2019-20	FY2020-21	FY2021-22	TOTAL					
14	Rental of Property		\$408,715	\$417,304	\$425,893	\$1,251,912					
15	Utilities(Telephone / Repair & Maintenance)		\$28,500	\$32,000	\$25,500	\$86,000					
16	Office Supplies / Postage		\$67,500	\$69,000	\$72,500	\$209,000					
17	Printing (Newsletter / Communications / Office Forms)		\$43,500	\$45,750	\$47,500	\$136,750					
18	Insurance		\$22,500	\$23,750	\$25,000	\$71,250					
19	Prof. Membership / Staff Training / Recruitment / Meetings		\$27,500	\$30,000	\$33,000	\$90,500					
20	Staff Travel (Mileage / Accommodations)		\$7,500	\$8,750	\$10,000	\$26,250					
21	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
22	Independent Auditor		\$41,000	\$43,000	\$45,000	\$129,000					
23	Bookkeeping & Payroll Services		\$45,500	\$47,500	\$49,500	\$142,500					
24	Technology Consultant		\$45,500	\$47,500	\$49,500	\$142,500					
25	Legal Counsel		\$28,000	\$29,000	\$30,000	\$87,000					
26	Benefits Management		\$131,000	\$135,000	\$139,000	\$405,000					
27	Homecare Registry		\$15,600	\$16,800	\$18,000	\$50,400					
28	Other Consulting		\$55,000	\$58,000	\$61,000	\$174,000					
29	OTHER										
30	Exchange (Monthly Email Service - Cloud)		\$7,000	\$7,750	\$8,500	\$23,250					
31	Education & Outreach (Incl. SDN)		\$36,500	\$38,500	\$41,000	\$116,000					
32	CAPA Annual Dues		\$16,927	\$17,975	\$18,500	\$53,402					
33	IP Supplies & ID Cards		\$40,750	\$40,750	\$40,750	\$122,250					
34	Mentorship Program (PT Mentors: Salaries & Benefits)		\$69,750	\$73,750	\$77,750	\$221,250					
35	Mentorship Program: Training/Meetings/Materials/Consultants		\$29,500	\$30,750	\$33,000	\$93,250					
36	Shop Stewards		\$20,038	\$21,252	\$21,859	\$63,149					
37	Health Insurance - SF Health Plan		\$68,171,089	\$70,383,381	\$72,048,996	\$210,603,466					
38	Dental Insurance - Liberty Dental		\$3,394,191	\$3,463,715	\$3,532,989	\$10,390,895					
39	TOTAL OPERATING EXPENSE		\$72,753,060	\$75,081,177	\$76,854,737	\$224,688,974					
40											
41	HSA #3										4/9/2019

	A	B	C	D	E	F	G
1							
2							Appendix B, Page 4
3							Document Date: 04/09/19
4		Program Name: SF IHSS Public Authority					
5		PA ADMIN / HEALTH / DENTAL					
6							
7							
8							
9							
10							TOTAL
	EQUIPMENT	TERM	FY2019-20	FY2020-21	FY2021-22		7/1/19-6/30/22
11	No.	ITEM/DESCRIPTION					
12	1	Tables & Chairs for Training Room	\$10,750				\$10,750
13							
14	2	Office Reorganization: Cubicles / Desks / Chairs	\$13,500				\$13,500
15							
16	3	3 Computers / 3 Monitors / 3 Telephones	\$7,500				\$7,500
17							
18	4	3 Computers / 3 Monitors / 3 Telephones		\$10,250			\$10,250
19							
20	5	5 Computers / 5 Monitors / 5 Telephones			\$14,750		\$14,750
21							
22							
23							
24							
25							
26							
27							
28	TOTAL EQUIPMENT COST		\$31,750	\$10,250	\$14,750		\$56,750
29							
30	REMODELING						
31	Description:						0
32							0
33							0
34							0
35	TOTAL REMODELING COST			0	0		0
36							
37	TOTAL CAPITAL EXPENDITURE		\$31,750	\$10,250	\$14,750		\$56,750
38	(Equipment and Remodeling Cost)						
39	HSA #4						4/9/2019

	A	B	C	D	E	F
1						Appendix B(a), Page 1
2						Document Date: 03/29/19
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Contractor's Name					Contract Term
6	San Francisco In-Home Supportive Services Public Authority					07/01/19 - 06/30/22
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: SF IHSS Public Authority (FINGER PRINTING PROJECT)					
10	Budget Reference Page No.(s)					TOTAL
11	Program Term: 7/1/19 - 6/30/22		FY2019-20	FY2020-21	FY2021-22	7/01/19-6/30/22
12	Expenditures					
13	Salaries & Benefits		\$230,921	\$237,849	\$244,984	\$713,754
14	Operating Expense		\$34,750	\$37,350	\$39,950	\$112,050
15	Subtotal		\$265,671	\$275,199	\$284,934	\$825,804
16	Indirect Percentage (%)					
17	Indirect Cost (Line 16 X Line 15)		\$0	\$0	\$0	\$0
18	Capital Expenditure		\$1,025	\$0	\$0	\$1,025
19	Total Expenditures		\$266,696	\$275,199	\$284,934	\$826,829
20	HSA Revenues					
21	General Fund 20%		\$53,339	\$55,040	\$56,987	\$165,366
22	State Funding 30%		\$80,009	\$82,560	\$85,480	\$248,048
23	Federal Funding 50%		\$133,348	\$137,599	\$142,467	\$413,415
24						
25						
26	TOTAL HSA REVENUES		\$266,696	\$275,199	\$284,934	\$826,829
27	Other Revenues					
28						
29			\$0	\$0	\$0	\$0
30						
31						
32						
33	Total Revenues		\$266,696	\$275,199	\$284,934	\$826,829
34	Full Time Equivalent (FTE): 2.55 FTE PA Staff Only					
36	Prepared by:					Telephone: 415-593-81
37	HSA-CO Review Signature:					03/29/19
38	HSA #1					3/29/2019

A	B	C	D	E	F	G	H	I	J	K	L	M	N
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29													
30													

Program Name: SF IHSS Public Authority
FINGER PRINTING PROJECT

Operating Expense Detail

EXPENDITURE CATEGORY	TERM	FY2019-20	FY2020-21	FY2021-22	TOTAL
Rental of Property		\$7,250	\$7,850	\$8,450	\$23,550
Utilities(Telephone / Repair & Maintenance)		\$4,750	\$5,250	\$5,750	\$15,750
Office Supplies		\$8,750	\$9,250	\$9,750	\$27,750
Insurance		\$4,250	\$4,750	\$5,250	\$14,250
Postage (SOC881 - Notice to IP for Inactivity)		\$9,750	\$10,250	\$10,750	\$30,750

CONSULTANT/SUBCONTRACTOR

OTHER

TOTAL OPERATING EXPENSE

3/29/2019

A	B	C	D	E	F	G
1					Appendix B(a), Page 4	03/29/19
2					Document Date:	
3						
4	Program Name: SF IHSS Public Authority					
5	FINGER PRINTING PROJECT					
6						
7						
8						
9						
10	EQUIPMENT	TERM	FY2019-20	FY2020-21	FY2021-22	TOTAL
11	No.	ITEM/DESCRIPTION				
12	1	Height Adjustable Desk	550.00	0	0	550
13	2	Comp Equip/USB/Switches/Cables/Power Cords	475.00			475
14						0
15		*All items will be located at IPAC for				0
16		IP Orientations				0
17						0
18						0
19						0
20	TOTAL EQUIPMENT COST		1,025	0	0	1,025
21						
22	REMODELING					
23	Description:					0
24						0
25						0
26						0
27						0
28						0
29	TOTAL REMODELING COST		0	0	0	0
30						
31	TOTAL CAPITAL EXPENDITURE		1,025.00	0	0	1,025
32	(Equipment and Remodeling Cost)					
33	IHSA #4					
						3/29/2019

	A	B	C	D	E	F
1						Appendix B(b), Page 1
2						Document Date: 03/29/19
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Contractor's Name					Contract Term
6	San Francisco In-Home Supportive Services Public Authority					07/01/19 - 06/30/22
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: SF IHSS Public Authority (ADVISORY COUNCIL)					
10	Budget Reference Page No.(s)					TOTAL
11	Program Term: 7/1/19 - 6/30/22	FY2019-20	FY2020-21	FY2021-22	7/1/19-6/30/22	
12	Expenditures					
13	Salaries & Benefits	\$44,865	\$46,211	\$47,597	\$138,673	
14	Operating Expense	\$28,000	\$30,250	\$33,500	\$91,750	
15	Subtotal	\$72,865	\$76,461	\$81,097	\$230,423	
16	Indirect Percentage (%)					
17	Indirect Cost (Line 16 X Line 15)	\$0	\$0	\$0	\$0	
18	Capital Expenditure	\$0	\$0	\$0	\$0	
19	Total Expenditures	\$72,865	\$76,461	\$81,097	\$230,423	
20	HSA Revenues					
21	General Fund 20%	\$14,573	\$15,292	\$16,219	\$46,085	
22	State Fund 30%	\$21,859	\$22,938	\$24,329	\$69,127	
23	Federal Fund 50%	\$36,432	\$38,230	\$40,549	\$115,211	
24						
25						
26	TOTAL HSA REVENUES	\$72,865	\$76,461	\$81,097	\$230,423	
27	Other Revenues					
28						
29		\$0	\$0	\$0	\$0	
30						
31						
32						
33	Total Revenues	\$72,865	\$76,461	\$81,097	\$230,423	
34	Full Time Equivalent (FTE): .30 FTE PA Staff Only					
36	Prepared by: Loc Chau - Director of Finance & Operations			Telephone: 415-593-8115		03/29/19
37	HSA-CO Review Signature: _____					
38	HSA #1					3/29/2019

A	B	C	D	E	F	G	H	I	J	K	L	M
1												
2												
3												
4	Program Name: SF IHSS Public Authority											
5	ADVISORY COUNCIL											
6												
7												
8												
9												
10												
11												
12	EXPENDITURE CATEGORY		TERM	FY2019-20	FY2020-21	FY2021-22						TOTAL
13	D & O Insurance			\$6,750	\$7,250	\$8,250						\$22,250
14	CICA Membership / Conference			\$4,750	\$5,250	\$5,750						\$15,750
15	Board Stipend			\$7,000	\$7,500	\$8,000						\$22,500
16	Communications			\$9,500	\$10,250	\$11,500						\$31,250
17												
18	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE											
19												
20												
21												
22												
23	OTHER											
24												
25												
26												
27												
28	TOTAL OPERATING EXPENSE											
29				\$28,000	\$30,250	\$33,500						\$91,750
30	HSA #3											
												3/29/2019

Operating Expense Detail

	A	B	C	D	E	F
1	Appendix B(c), Page 1					
2	Document Date: 03/29/19					
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Contractor's Name					Contract Term
6	San Francisco In-Home Supportive Services Public Authority					07/01/19 - 06/30/22
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: Mentorship Program (DPH)					
10	Budget Reference Page No.(s)					TOTAL
11	Program Term: 7/1/19 - 6/30/22		FY2019-20	FY2020-21	FY2021-22	7/1/19-6/30/22
12	Expenditures					
13	Salaries & Benefits	\$41,000	\$50,000	\$58,000		\$149,000
14	Operating Expense	\$0	\$0	\$0		\$0
15	Subtotal	\$41,000	\$50,000	\$58,000		\$149,000
16	Indirect Percentage (%)					
17	Indirect Cost (Line 16 X Line 15)	\$0	\$0	\$0		\$0
18	Capital Expenditure	\$0	\$0	\$0		\$0
19	Total Expenditures	\$41,000	\$50,000	\$58,000		\$149,000
20	HSA Revenues					
21	General Fund	\$41,000	\$50,000	\$58,000		\$149,000
22						
23						
24						
25						
26	TOTAL HSA REVENUES	\$41,000	\$50,000	\$58,000		\$149,000
27	Other Revenues					
28						
29		\$0	\$0	\$0		\$0
30						
31						
32						
33	Total Revenues	\$41,000	\$50,000	\$58,000		\$149,000
34	Full Time Equivalent (FTE): 0.86					
36	Prepared by: Loc Chau - Fiscal & Operations Manager					03/29/19
37	HSA-CO Review Signature: _____					
38	HSA #1					3/29/2019

A	B	C	D	E	F	G	H	J	
Appendix B(C), Page 2 Document Date: 03/29/19									
Program Name: SF IHSS Public Authority Mentorship Program (DPH)									
Salaries & Benefits Detail									
	Agency Totals	For HSA Program	FY2019-20	For DAAS Program	FY2020-21	For DAAS Program	FY2021-22	For DAAS Program	TOTAL
POSITION TITLE	Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	07/01/19 to 06/30/22
13 PT Mentors (12)	\$411,840	1200%	7%	0.86	\$29,500	\$35,970	\$41,725	\$107,195	
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									
26									
27									
28 TOTALS	\$411,840	12.00	0.07	0.86	\$29,500	\$35,970	\$41,725	\$107,195	
29 FRINGE BENEFIT RATE	39.00%								
31 EMPLOYEE FRINGE BENEFITS	\$160,618				\$11,500	\$14,030	\$16,275	\$41,805	
32									
33									
34 TOTAL SALARIES & BENEFITS	\$572,458				\$41,000	\$50,000	\$58,000	\$149,000	
35 HSA #2								3/29/2019	

Program Name: SF IHSS Public Authority
 Mentorship Program (DPH)

Operating Expense Detail

12	EXPENDITURE CATEGORY	TERM	FY2019-20	FY2020-21	FY2021-22	TOTAL
13	Training / Recruitment / Meetings					
14	Stipends					
15	Travel					
16	Outreach					
17						
18						
19						
20						
21	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE					
22						
23						
24						
25						
26						
27						
28						
29	OTHER					
30						
31						
32						
33						
34						
35						
36						
37						
38	TOTAL OPERATING EXPENSE		\$0	\$0	\$0	\$0

40 HSA #3