



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

P.O. Box 7988
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London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: KELLY DEARMAN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: FEBRUARY 1, 2023

SUBJECT: NEW GRANT: **FELTON INSTITUTE (NON-PROFIT)** TO PROVIDE EMPLOYMENT NAVIGATION AND BENEFITS SUPPORT

GRANT TERM: 1/1/2023-6/30/2024

GRANT AMOUNT:	New	Contingency	Total
	\$378,251	\$37,825	\$416,076

ANNUAL AMOUNT:	FY 22/23	FY 23/24
	\$128,251	\$250,000

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$378,251			\$37,825	\$416,076
PERCENTAGE:	100%			100%	

DS
EL

The Department of Disability and Aging Services (DAS) requests authorization to enter into a grant agreement with Felton Institute for the period from January 1, 2023 through June 30, 2024, in an amount of \$378,251, plus a 10% contingency for a total amount not to exceed \$416,076. The purpose of the grant is to provide an employment navigation and benefits support pilot program.

Background

For older adults and adults with disabilities, means tested benefits (such as Medi-cal and SSI) are a critical lifeline to income and medical care. The overly complicated rules and regulations of means tested benefits has necessitated the development of complementary, community based counseling and advocacy services to help people navigate this system.

Participating in the workforce, even part-time, offers benefits beyond just financial gain. For many, employment offers connection to their community, meaningful participation in an activity, and the ability to share existing knowledge and skills.

Means tested benefit programs contain rules allowing for, and even encouraging, benefit recipient attempts to return to employment. These rules are an additional layer of complexity for benefit recipients.

Feedback from community-based organizations knowledgeable about these issues tells us that this dynamic creates a chilling effect on many older adults and people with disabilities considering a return to the workplace. This pilot program is intended to reduce barriers for those on means tested benefits and support their return to employment.

Services to be Provided

Grantee will pilot a program offering a group of services designed to increase knowledge about returning to work while on means tested benefits, support clients as they balance the two, and connect clients to legal services should their benefits be compromised due to employment.

These services include:

Grantee will host twice-monthly public workshops reviewing public benefit guidelines and tolerances for employment income. Grantee will also develop and share educational materials covering this topic. The workshops and materials will educate and empower attendees about their ability to seek employment while also reducing fears and misconceptions about potential impacts on their benefits.

For older adults and people with disabilities seeking employment or already employed, Grantee will provide 1:1 individualized counseling to participants on navigating benefit rules. Assistance may include help with preparing and filing relevant documents in accordance with reporting

responsibilities for beneficiaries. In the event of disruption of benefits, Grantee shall have a memorandum of understand in place with a local legal services agency to facilitate warm referral of clients for immediate assistance.

Grantee will engage in multiple forms of outreach to raise awareness of program services upon program launch. This will include informational outstations at community events and other service organizations.

Administration and program services will be based at Felton Institute offices located at 1388 Sutter Street in San Francisco. Offices at this location are open regular business hours, Monday through Friday 9 am to 5 pm.

Selection

Grantee was selected through Request for Proposals (RFP) #1031, which was competitively bid in August of 2022.

Funding

Funding for this grant is provided through County General Funds.

ATTACHMENTS

Appendix A – Services to be Provided

Appendix B – Budget

APPENDIX A – SERVICES TO BE PROVIDED BY GRANTEE**Effective January 1, 2023 to June 30, 2024****FELTON INSTITUTE****EMPLOYMENT NAVIGATION AND BENEFITS SUPPORT PILOT****I. Purpose**

The purpose of this grant is to reduce barriers to re-entry to employment for older adults and adults with disability who currently receive means tested benefits. A continuum of support services will be provided to help encourage and support clients to navigate benefit rules while maintaining meaningful employment.

II. Definitions

Adult with a Disability	Person 18-59 years of age living with a disability.
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transfer, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform participant 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.
Communities of Color	An inclusive term and unifying term for persons who do not identify as White, who have been historically and systemically disadvantaged by institutionalized and interpersonal racism.
DAS	Department of Disability and Aging Services
Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result 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, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment. Source: California Code of Regulations Title 22, Sec. 7630
Grantee	Felton Institute
HSA	Human Services Agency of the City and County of San Francisco

LGBTQ+	An acronym/term used to refer to persons who self-identify as non - heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person's primary language.
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 participants to self-identify their income status, not to be used as a means test to qualify for the program.
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older, used interchangeably with senior
OCP	Office of Community Partnerships (formerly known as Office on the Aging / OOA).
Senior	Person who is 60 years or older, used interchangeably with older adult
Socially Isolated	Having few social relationships and few people to interact with regularly.
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 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 participants they serve (Chapter 104, Sections 104.1 through 104.9).

III. Target Population

Services will be designed to engage one or more of the following target populations, which have been identified as demonstrating the greatest economic and social need:

- A. Persons with low income
- B. Persons who are socially isolated
- C. Persons with limited English-speaking proficiency
- D. Persons from Communities of Color
- E. Persons who identify as LGBTQ+
- F. Persons at risk of institutionalization

IV. Participant Eligibility

To be eligible for services, participants must be:

- A. A resident of San Francisco *and*
- B. An older adult aged 60 years or older *or*
- C. Person 18 years of age or older with a disability *and*
- D. In need of Employment and Benefits Counseling Program services

V. Location and Time of Services

Program administration is based at Felton Institute offices located at 1388 Sutter Street, Suite 600 in San Francisco. Services at this site are open during regular business hours

(Monday through Friday 9 am – 5 pm). Monthly workshops will be located at this same address, date and time to be determined but widely publicized and with reasonable advance notice.

VI. Description of Services

In support of the purpose of this program, Grantee will be responsible for the following program components:

Workshops and Resources:

Grantee will host twice monthly benefit resource workshops. Workshops shall include presentations and educational materials covering common means tested benefit programs and how their rules interact with wages earned from employment. This shall include information on Social Security, Supplemental Security Income, and Medi-cal programs. Presentations and materials will be designed to encourage pursuit of employment and address common concerns creating barriers for clients. Grantee shall provide translations of all materials and ensure language access options for participants.

One-on-One Benefit Counseling & Employment Support:

Grantee will offer one-to-one counseling sessions designed to provide additional information on benefits rules as well as general guidance on job searches. Grantee staff will discuss client's specific situation to provide relevant assistance. Grantee may assist client with job search, teach client about relevant job search activities or resources, and refer client on to other employment support programs more applicable to their situation.

Reporting and Retention Support:

For clients obtaining new employment or are already employed, Grantee shall provide ongoing support to client in navigation of rules and responsibilities tied to their means tested benefits. This includes review of client's employment and benefit situation to understand applicable rules. Grantee staff will provide guidance to the client as to earning limits, reporting responsibilities, and other requirements. Based on client need, Grantee may provide ongoing assistance to client to assist with collection, review, and reporting responsibilities.

Employment, Advocacy, and Follow-Up:

Grantee staff working with clients shall be able to identify situations where legal advocacy may be needed to assist client with benefit issues. Grantee shall develop a memorandum of understanding with at least one local free legal services agency to ensure a successful referral of client from Grantee's program to legal assistance. Memorandum of understanding between Grantee and legal services agency should include policy and procedures through which client may consent to discussion of client services between the two service providers. This consent is designed to allow for increased coordination on behalf of Grantee to understand the status of client's situation and provide assistance such as documentation or client follow-ups.

Outreach and Program Awareness:

Grantee shall engage in outreach efforts to raise community awareness of this new program. Grantee will develop promotional materials such as flyers and brochures for distribution both electronically and in hard copy. Grantee shall utilize their website, social media channels, newsletters, and other forms of agency communication where appropriate to promote this program.

Grantee will participate in off-site community events as an opportunity to raise awareness of program services. Grantee will also schedule outreach to other community based or government agency sites. Examples might include the Employment Development Department, San Francisco-Marín Food Bank events, the SF LGBT Center, or other locations. Grantee should prioritize outreach efforts most likely to result in engagement with the target populations, as defined on page 2 above.

Grantee is encouraged to go above and beyond the above mentioned outreach efforts to identify and test other opportunities for outreach.

Staffing Knowledge and Qualifications:

Grantee acknowledges the complex and often changing rules and regulations controlling administration of public and private benefits. Grantee will utilize staff and a staffing structure that ensures experienced and knowledgeable staff are providing information and services to clients; information which will be relied on by clients. Grantee shall use staff time and resources to attend trainings and other educational opportunities to ensure staff remain up to date with trends and changes to benefit programs.

VII. Units of Service and Definitions

Service units are defined as follows:

- A. Unduplicated Consumer: individual program participant who enrolls in services offered through this program. This does not count people only attending benefit workshops.

UNIT: One Unduplicated Client.

- B. Benefit Workshop: Hosted presentation by Grantee covering topics relevant to program function. Workshop shall last at least 1 hour and include open time to answer questions or provide other assistance to attendees. At least one workshop shall be recorded and available online on demand.

UNIT: One Benefit Workshop.

- C. Workshop Attendee: An individual attending a benefit workshop offered under this grant. Attendees do not need to be enrolled in program services or an intake form completed for workshop attendance.

UNIT: One workshop attendee.

- D. Benefits Counseling: One-to-one support between Grantee staff and client participating in the program. Support may include review of client situation, benefit advice and guidance, job search assistance, referral to other services, and other assistance relevant to the program purpose.

UNIT: One hour of Benefits Counseling.

- E. Outreach Contact: In order to raise awareness of services, Grantee shall participate in off-site events to highlight program services. This can be in-person or virtual events.

UNIT: One Outreach Contact

VIII. Service Objectives

For the contract period January 1, 2023 – June 30, 2023:

- A. Grantee will provide services to at least **60** unduplicated clients.
- B. Grantee will host at least **8** benefit workshops.
- C. Grantee will reach at least **60** workshop attendees.
- D. Grantee will provide at least **300** hours of benefits counseling.
- E. Grantee will provide at least **5** outreach contacts.

For the contract period July 1, 2023 – June 30, 2024:

- A. Grantee will provide services to at least **120** unduplicated clients.
- B. Grantee will host at least **20** benefit workshops.
- C. Grantee will reach at least **250** workshop attendees.
- D. Grantee will provide at least **700** hours of benefits counseling.
- E. Grantee will provide at least **10** outreach contacts.

IX. Outcome Objectives

Program impact shall be measured through the administration of an annual client survey. Survey format must be approved by OCP program analyst each year in advance of administration. At least 35% of program participants will complete the survey annually.

Survey Outcomes

- A. Clients report enhanced understanding of their benefit eligibility and how it interacts with employment income. *Target: 75%*
- B. Clients report participation in this program allowed them to seek or continue employment. *Target: 75%*
- C. Clients report that program services maintained or increased their overall benefits and income. *Target: 75%*
- D. Clients rate the quality of services they received as good or excellent. *Target: 85%*

X. Reporting Requirements

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

- A. Grantee will record the enrollment of eligible participants into the program funded through this contract agreement by entering participant data obtained from participants, using a DAS-OCP approved intake form, into the CA-GetCare database.
- B. 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 DAS and Contracts Department staff.
- D. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- E. Grantee will submit response rates and aggregated data from annual participant survey to assigned Office of Community Partnerships staff by March 15th of each grant year.
- F. Grantee will 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 will develop and deliver ad hoc reports as requested by HSA/DAS/OCP.
- H. Grantee will develop and deliver a bi-annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the bi-annual summary reports are January 10th (July-December data) and July 10th (January-June data).
- I. Grantee will develop and maintain with OCP's approval, an updated Site Chart (using OCP's format) with details about the program.
- J. Grantee program staff will complete an elder abuse mandated reporter training on an annual basis. Grantee will maintain evidence of staff completion of this training.
- K. Grantee will develop a grievance policy consistent with DAS-OCP policy memorandum.
- L. Grantee will 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.
- M. Apart from reports to be sent via email to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Rocio Duenas
Contracts Manager/HSA
P.O. Box 7988
San Francisco, CA 94120
rocio.duenas@sfgov.org

Michael Zaugg
DAS, Office of Community Partnerships
P.O. Box 7988
San Francisco, CA 94120
michael.zaugg@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; participant eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA Getcare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the participants who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance, and HIPAA compliance.

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name		Term	
6	Felton Institute		1/1/23-6/30/24	
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: Felton Senior Support Navigation			
10	Budget Reference Page No.(s)			
11	Program Term	1/1/23-6/30/23	7/1/23-6/30/24	TOTAL 1/1/23-6/30/24
12	DAS Expenditures			
13	Salaries & Benefits	\$103,850	\$207,700	\$311,550
14	Operating Expenses	\$5,086	\$9,691	\$14,777
15	Subtotal	\$108,936	\$217,391	\$326,327
20	Indirect Percentage (%)	15%	15%	15%
21	Indirect Cost	\$16,340	\$32,609	\$48,949
22	Subcontractor/Capital Expenditures	\$2,975	\$0	\$2,975
23	TOTAL DAS EXPENDITURES	\$128,251	\$250,000	\$378,251
24				
36	HSA-DAS Revenues			
37	General Fund	\$128,251	\$250,000	\$378,251
38				
39				
40	TOTAL HSA-DAS REVENUES	\$128,251	\$250,000	\$378,251
41				
42	Non-DAS Revenues			
43				
44				
45				
46				
47	TOTAL NON-DAS REVENUES	\$0	\$0	\$0
48	Total DAS & Non-DAS Revenues	\$128,251	\$250,000	\$378,251
49	Full Time Equivalent (FTE)			
51	Prepared by: Felton Fiscal Team		Telephone No.: 415-474-7310	
52	HSA-CO Review Signature: _____			
53	HSA #1			

	A	B	C	D	E	F	G	H	I
1	Appendix B, Page 3								
2									
3	Felton Institute								
4	Program: Felton Senior Support Navigation								
5									
6									
7	Operating Expense Detail								
8									
9									
10									
11	<u>H.S.A-DAS</u>							TOTAL	
12	<u>Expenditure Category</u>			TERM	<u>1/1/23-6/30/23</u>		<u>7/1/23-6/30/24</u>		<u>1/1/23-6/30/24</u>
13	Rental of Property				\$3,000		\$6,000		\$9,000
14	Utilities(Elec, Water, Gas, Phone, Garbage)								\$0
15	Office Supplies, Postage				\$450		\$600		\$1,050
16	Building Maintenance Supplies and Repair								\$0
17	Printing and Reproduction				\$180		\$360		\$540
18	Insurance				\$1,096		\$2,192		\$3,288
19	Staff Training				\$360		\$360		\$720
20	Staff Travel-(Local & Out of Town)						\$179		\$179
21	Rental of Equipment								
22									
23	CONSULTANTS								
24									
25									
26									
27	OTHER								
28									
29									
30									
31	TOTAL DAS OPERATING EXPENSE				\$5,086		\$9,691		\$14,777
55	HSA #3								1/0/1900
56									
57									
58									
59									
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	A	B	C	D	E
1					Appendix B, Page 4
2					
3		Felton Institute			
4		Program: Felton Senior Support Navigation			
5					
6					
7					
8		Subcontractor/Capital Expenditures			
9		<u>H.S.A-DAS</u>			
10		SUBCONTRACTORS	1/1/23-6/30/23	7/1/23-6/30/24	TOTAL 1/1/23-6/30/24
11					
12					
13					
14					
15					
16		TOTAL SUBCONTRACTOR COST	\$0	\$0	\$0
17					
18					
19		EQUIPMENT			TOTAL 1/1/23-6/30/24
20	Units	ITEM/DESCRIPTION	1/1/23-6/30/23	7/1/23-6/30/24	1/1/23-6/30/24
21	1	Laptop	\$1,500		\$1,500
22	1	Cell Phones & Data Plans - \$275.00 per phone - 2 year data plan \$1200	\$1,475		\$1,475
23					
24					
25		TOTAL EQUIPMENT COST	\$2,975	\$0	\$2,975
26					
27		R E M O D E L I N G	1/1/23-6/30/23	7/1/23-6/30/24	TOTAL 1/1/23-6/30/24
28					
29					
30					
31					
32		TOTAL REMODELING COST	\$0	\$0	\$0
33					
34		TOTAL H. S. A DAS SUBCONTRACTOR/CAPITAL EXPENDITURE	\$2,975	\$0	\$2,975
35		HAS #4			