



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org

MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: KELLY DEARMAN, EXECUTIVE DIRECTOR

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

DATE: WEDNESDAY, JUNE 5, 2024

SUBJECT: NEW GRANTS: **MULTIPLE GRANTEES (NON-PROFIT)** TO PROVIDE EDUCATION AND ADVOCACY, AND PEER MENTORS, SERVICES FOR ADULTS WITH DISABILITIES

DS
EE

GRANT TERM: 7/1/2024 - 6/30/2028

GRANT AMOUNT:

<u>New</u>	<u>Contingency</u>	<u>Total</u>
\$1,215,361	\$121,536	\$1,336,897



London Breed
Mayor

Trent Rhorer
Executive Director

ANNUAL AMOUNT

<u>FY 24/25</u>	<u>FY 25/26</u>	<u>FY 26/27</u>	<u>FY 27/28</u>
\$292,702	\$301,483	\$307,513	\$313,663

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$1,215,361			\$121,536	\$1,336,897
PERCENTAGE:	100%				100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into grants with multiple grantees for the period of July 1, 2024 to June 30, 2028, in an amount of \$1,215,361, plus a 10% contingency for a total amount not to exceed \$1,336,897. The purpose of this grant is to provide services for adults with disabilities in two areas: (1) Education and Advocacy, & (2) Peer Mentors

	FY 24/25	FY 25/26	FY 26/27	FY 27/28	Total	Contingency	Not to Exceed
<u>Education, Advocacy, Peer Mentorship</u>							
Independent Living Resource Center	\$146,790	\$151,194	\$154,218	\$157,302	\$609,504	\$60,950	\$670,454
The ARC SF	\$145,912	\$150,289	\$153,295	\$156,361	\$605,857	\$60,586	\$666,443
Total	\$292,702	\$301,483	\$307,513	\$313,663	\$1,215,361	\$121,536	\$1,336,897

Background

In 2017, with feedback from the disability community, the Department created a pilot program dedicated to adults living with a disability. The two major components of the program consisted of education and advocacy, and peer mentorships. The primary goal of the Education and Advocacy and Peer Mentors for Adults with Disabilities grant is to empower people of varying abilities and disabilities to live a fully realized and integrated community life by providing specialized services to them. Such programming can play an important role in maintaining independence among adults living with disabilities. In addition to providing positive avenues to create new social networks, the programming aims to increase access to cultural, educational, social and political well-being of people living with disabilities. Since its inception, the program has been providing services to members of the disability community, primarily targeting younger adults with disabilities.

In 2021, this very successful and highly utilized program was renewed. Both the education and advocacy, and the peer mentoring aspects of the program have evolved based on the needs of participants. Education and Advocacy course offerings include topics such as disability rights, social justice, and civic engagement. Participants also learn how to use social media platforms, learn about jobs and working in the technology industry. For the peer mentors, mentees and mentors are supported by the program staff and the curriculum topics include public speaking, teamwork, and introduction to SMART goals.

Services to be Provided

Grantees will provide two main categories of services for the program:

(1) Education and Advocacy: offer a curriculum of specific interest and benefit to people living with disabilities with the objective of empowering people of varying abilities and disabilities to live a fully realized and integrated community life. Course offerings can include “one-off” classes as well as a class series and/or core curriculum.

Course offerings and educational tracks include the following topics:

- Leadership: classes to build confident leadership skills, public speaking, writing, leadership theory and practice.
- Advocacy: classes to develop advocates within the Disability community in the areas of community organizing skills, rally participation, community meetings, mailings and letters, and public testimony.
- Independent living skills: self-care, health care, and money management.
- Resource navigation: understanding a variety of resources available, for housing, homecare, medical and legal services.

(2) The Peer Mentoring program will include creation of a peer mentoring network that provides a service delivery framework for accessing both traditional health and social services while also having access to disability related services. Peer mentor volunteers will provide outreach and supportive services for adults with disabilities to help address these concerns. Grantees will recruit, train, and match volunteer mentors to adults living with a disability. These relationships will increase the educational, social and recreational opportunities for consumers.

Selection

Grantees were selected through Request for Proposals #1098, which was competitively bid in March 2024.

Funding

Funding for this grant is provided through County General Funds.

ATTACHMENTS

Independent Living Resource Center SF

Appendix A – SCOPE of Services

Appendix B – Budget

Appendix F – Site Chart

The ARC SF

Appendix A – SCOPE of Services

Appendix B – Budget

Appendix F – Site Chart

APPENDIX A – SCOPE OF SERVICES

Independent Living Resource Center San Francisco (ILRCSF)

Education and Advocacy & Peer Mentors Services for Adults with Disabilities

July 1, 2024 to June 30, 2028

I. Purpose

The purpose of this grant is to empower people of varying abilities and disabilities to live a fully realized and integrated community life by providing specialized services to them. There are two main categories of services associated with the proposed program: 1) Education and Advocacy & 2) Peer Mentors.

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, transferring, 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.
CARBON	Contracts Administration, Reporting, and Billing Online 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	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Grantee	Independent Living Resource Center 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 consumers to self-identify their income status, not to be used as a means test to qualify for the program.
HSA	Human Services Agency of the City and County of San Francisco
OCP	Office of Community Partnerships
Older Adults	Person who is 60 years or older. Used interchangeably with senior.
SF DAS GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service units, run reports, etc.
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 clients they serve (Chapter 104, Sections 104.1 through 104.9).
Unduplicated Consumer (UDC)	A unique consumer participating in the Education and Advocacy & Peer Mentors programming provided by the grantee and reflected in SF DAS GetCare through program enrollment.

III. Target Population

This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- 1) Persons with low income
- 2) Persons who are socially isolated
- 3) Persons with limited English-speaking proficiency
- 4) Persons from communities of color
- 5) Persons who identify as LGBTQ+
- 6) Persons at risk of institutionalization

IV. Client Eligibility

To be eligible for services, clients must be:

- An adult with a disability, aged 18 or older and
- A resident of the City and County of San Francisco.

V. Location and Time of Services

Independent Living Resource Center San Francisco is at 825 Howard Street. Hours of operation are from 9am-4:30pm, Monday to Friday.

VI. Description of Services

The contractor will provide the following two program elements and services:

1) Education and Advocacy

Grantee will develop a curriculum of specific interest and benefit to people living with disabilities with the objective of empowering people of varying abilities and disabilities to live a fully realized and integrated community life. Course offerings can include “one-off” classes as well as a class series and/or core curriculum. Grantee should consider the use of volunteer “experts” to enhance course offerings.

Course offerings and educational tracks include the following:

- a) Independent Living Advocacy Academy (ILAA): includes workshops and classes, led by either the grantee or their subcontracted experts, comprised of two major categories: 1) independent living, and 2) advocacy. Whether a consumer is looking for a fully-immersed advocacy experience or just interested in attending their one-off workshops to learn about various topics such as money management, ILAA will have offerings that participants can benefit from.

- b) **Independent Living:** The workshops in this category will focus on adults with disabilities for whom living independently is a relatively new experience for them. These workshops will provide knowledge and skills focusing on survival as well as ways to thrive in the community. Some of the topics will include: Structured Life Coaching, Stretching Your Dollar, Housing, Assistive Technology and Independent Living, and Healthcare Access.
- c) **Advocacy:** Participants will develop advocacy and leadership skills as they learn to become disability rights advocates and community leaders themselves. Participants will also learn about disability advocacy history, the Americans with Disabilities Act and other related laws, and community organizing, among other topics, through a combination of workshops, classes, and events. Sample topics in this category will include How a Bill Becomes a Law, Writing as an Advocacy Tool, Communications and Leadership, Social Networking Platforms for Change, and many more.

2) **Peer Mentors**

Creation and use of a peer-mentoring network provides a service delivery framework for a target population that may have difficulty accessing traditional health and social services while also having limited access to information about disability related issues and services. Peer mentor volunteers will provide outreach and supportive services for adults with disabilities to help address these concerns. Program design includes:

- a) **Recruitment and Screening:** ILRCSF will recruit individuals with disabilities with experience and interest in providing one-to-one mentorships to their peers who are less experienced and independent in the community. ILRCSF also works with a wide network of community partners to identify potential consumers who would be interested and suitable to become a peer mentor. Every peer mentor will be screened and approved using specific guidelines.
- b) **Volunteer Training:** Peer mentor trainees will be provided training mostly on a one-on-one basis by ILRCSF staff. Training will include Independent Living philosophy, active listening, communication, and healthy boundary-setting. Additional group meetings and workshops will be conducted throughout the program. Minimum commitment for the mentors is staying with the program for at least one year.
- c) **Volunteer Match and Ongoing Support:** Mentor trainees who successfully complete the training courses will be matched with a peer mentee.

Mentors will have regular check-ins with ILRCSF staff as an important component of the program for ensuring they have access to ongoing support and assistance throughout the mentorship. Regular peer mentorship interactions between peer mentors and mentees will occur via phone, email, Zoom, and in person.

VII. Contractor Responsibilities / Units of Service and Definitions

On an annual basis, the Grantee will provide the following services in each of the two components:

1) Education and Advocacy:

- a) Unduplicated Consumers. Grantee will keep a record of unduplicated consumers receiving this service.

UNIT: One unduplicated consumer who is an individual attending at least one class.

- b) Graduates. Grantee will keep a record of unduplicated consumers who have complete a specific curriculum track.

UNIT: One unduplicated consumer who has completed a specific curriculum track.

- c) Class Hours. Grantee will keep a record of total class hours.

UNIT: One hour of class time.

2) Peer Mentoring:

- a) Unduplicated Consumers. Grantee will keep a record of unduplicated consumer receiving this service.

UNIT: One unduplicated consumer who is paired with a mentor.

- b) Volunteer Recruitment and Development. Conduct outreach to draw volunteers who will undergo formal evaluation and training, and commit to a minimum service period.

UNIT: One volunteer.

- c) Peer Mentoring. Grantee will provide peer support through the use of peer support volunteers. Peer support services include social, emotional, and practical support via regular interactions with clients.

UNIT: One hour of peer mentoring support to consumer.

VIII. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

1) Education and Advocacy

- a) Grantee will provide services for 100 unduplicated consumers.
- b) Grantee will have a total of 40 graduates from the program.
- c) Grantee will provide 40 class hours.

2) Peer Mentoring

- a) Grantee will provide services for 10 unduplicated consumers.
- b) Grantee will provide recruitment and development to 10 volunteers.
- c) Grantee will provide 500 peer mentoring hours.

IX. Outcome Objectives

On an annual basis, the Grantee will meet the following Outcome Objectives:

1) Education and Advocacy:

- a) Participants report that they are satisfied with the services they received. Target: 85%
- b) Participants report that classes and activities have improved their overall well-being. Target: 85%
- c) Participants agree that the classes they participated in have made them feel more independent and self-reliant. Target: 85%

2) Peer Mentoring:

- a) Participants matched with a peer mentor report that the peer mentoring support has improved their overall well-being. Target: 85%
- b) Participants matched with a peer mentor report that they received emotional support from their peer mentor. Target: 75%
- c) Participants matched with a peer mentor report that they received information and support which allowed them to access a new service such as a government or non-profit resource, transportation, or social activity. Target: 75%
- d) Participants matched with a peer mentor report that they received information and support which allowed them to use a new technology or assistive device. Target: 75%

Based on an annual satisfaction survey created by grantee and approved by DAS/OCP and with a sample size of at least 50% of the annual unduplicated consumers in each service category.

X. Reporting Requirements

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

- A. Grantee will enter into SF DAS GetCare the consumer data including the Intake Form by the 5th working day of the month for the preceding month's services.
- B. Grantee will enter into the SF DAS 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 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.
- E. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and the California Department of Aging (CDA) Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
- F. Grantee will provide an annual consumer satisfaction survey report to DAS by March 15 or a date agreed upon by DAS and grantee each grant year.
- G. The 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.
- H. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).
- I. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAS/OCP.

- J. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.
- K. Grantee will develop and maintain with OCP's approval, an updated Site Chart (using OCP's format) with details about the program.
- L. For assistance with reporting requirements or submission of reports, please contact:

Dong Liu
Program Analyst, DAS
Office of Community Partnerships
dong.c.liu@sfgov.org

Patrick Garcia
Contract Manager, HSA
Office of Contract Management
patrick.garcia@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 SF DAS 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 OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI, VII, VIII, and IX.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Grantee: Independent Living Resource Center				Full Term:	7/1/24 - 6/30/28
Program: Education, Advocacy, Peer Mentoring				Effective Date:	
New <input checked="" type="checkbox"/> Modification <input type="checkbox"/> Revision <input type="checkbox"/>				Modification #	
	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/24 - 6/30/28
Expenses	Original	Original	Original	Original	Total
Salaries & Benefits	\$86,006	\$88,588	\$90,359	\$92,166	\$357,119
Operating-Direct	\$41,637	\$42,885	\$43,744	\$44,618	\$172,884
Subtotal	\$127,643	\$131,473	\$134,103	\$136,784	\$530,003
Indirect Percentage (%)	15%	15%	15%	15%	15%
Indirect Costs (Line 16 X Line 15)	\$19,147	\$19,721	\$20,115	\$20,518	\$79,501
CODB Eligible Expenses	\$146,790	\$151,194	\$154,218	\$157,302	\$609,504
Consultant/Subcontractor (\$25,000+)					
Direct Client Pass-Through					
Capital Expenses					
Total Expenses	\$146,790	\$151,194	\$154,218	\$157,302	\$609,504
HSA / DAS Revenues					
Total HSA / DAS Revenues	\$146,790	\$151,194	\$154,218	\$157,302	\$609,504
Grantee Revenues					
Total Grantee Revenues					
Total Revenues	\$146,790	\$151,194	\$154,218	\$157,302	\$609,504
Prepared by:					
<i>Telephone No. & Email:</i>				<i>HSA Budget Form (3/24)</i>	

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		7/1/24 - 6/30/25		Agency Totals		HSA Program		7/1/25 - 6/30/26		Agency Totals		HSA Program		7/1/26 - 6/30/27		Agency Totals		HSA Program		7/1/27 - 6/30/28		7/1/24 - 6/30/28	
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Total
Administrative Director	\$75,942	0.15	100%	0.15	\$11,391	\$78,220	0.15	100%	0.15	\$11,733	\$79,784	0.15	100%	0.15	\$11,968	\$81,380	0.15	100%	0.15	\$12,207	\$47,299					
Community Activities Coordinat	\$59,907	0.45	100%	0.45	\$26,958	\$61,704	0.45	100%	0.45	\$27,767	\$62,938	0.45	100%	0.45	\$28,322	\$64,197	0.45	100%	0.45	\$28,889	\$111,936					
Director of Public Policy	\$81,136	0.17	100%	0.17	\$13,793	\$83,570	0.17	100%	0.17	\$14,207	\$85,241	0.17	100%	0.17	\$14,491	\$86,946	0.17	100%	0.17	\$14,781	\$57,272					
Executive Director	\$136,818	0.11	100%	0.11	\$15,050	\$140,923	0.11	100%	0.11	\$15,502	\$143,742	0.11	100%	0.11	\$15,812	\$146,617	0.11	100%	0.11	\$16,128	\$62,492					
				-					-					-					-							
				-					-					-					-							
TOTALS	\$353,803	0.88	4.00	0.88	\$67,192	\$364,417	0.88	400%	0.88	\$69,209	\$371,705	0.88	400%	0.88	\$70,593	\$379,140	0.88	400%	0.88	\$72,005	\$278,999					
FRINGE BENEFIT RATE	28%									28%										28%						
EMPLOYEE FRINGE BENEFITS					\$18,814					\$19,379					\$19,766					\$20,161	\$78,120					
TOTAL SALARIES & BENEFITS					\$86,006					\$88,588					\$90,359					\$92,166	\$357,119					

HSA Budget Form (3/24)

**Grantee: Independent Living Resource Center
 Program: Education, Advocacy, Peer Mentoring**

Appendix B, Page 3

Operating Expenses Detail

Expenditure Category	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/24 - 6/30/28
	Original	Original	Original	Original	Total
Rental of Property	\$11,100	\$11,400	\$11,800	\$11,800	\$46,100
Utilities(Elec, Water, Gas, Phone, Garbage)	\$2,300	\$2,300	\$2,300	\$2,300	\$9,200
Office Supplies, Postage	\$500	\$500	\$500	\$500	\$2,000
Building Maintenance Supplies and Repair	\$450	\$450	\$450	\$450	\$1,800
Printing and Reproduction	\$200	\$200	\$200	\$200	\$800
Insurance	\$3,100	\$3,400	\$3,600	\$3,800	\$13,900
Staff Training	\$1,000	\$1,500	\$1,500	\$1,500	\$5,500
Staff Travel-Local & Out of Town)	\$700	\$1,000	\$1,000	\$1,000	\$3,700
Rental of Equipment					
Consultant/Subcontractor (\$25,000 & Under)					
IT Support	\$500	\$500	\$500	\$500	\$2,000
Workshop Facilitation	\$15,000	\$15,000	\$15,300	\$16,000	\$61,300
Miscellaneous Shared Services	\$501	\$530	\$494	\$500	\$2,025
Other					
Dues and Subscriptions	\$500	\$500	\$500	\$500	\$2,000
Outreach and Education	\$500	\$500	\$500	\$500	\$2,000
Program Supplies	\$5,286	\$5,105	\$5,100	\$5,068	\$20,559
Total Operating Expense	\$41,637	\$42,885	\$43,744	\$44,618	\$172,884

HSA Budget Form (3/24)

Appendix F - SITE CHART

Human Services Agency, Department of Disability and Aging Services, Office of Community Partnerships

PROGRAM: Education and Advocacy & Peer Mentors Services for Adults with Disabilities

FISCAL YEAR: 7/1/2024 – 6/30/2028

AGENCY: Independent Living Resource Center San Francisco (ILRCSF)

DIRECTOR: Lana Nieves

PHONE No: 415-543-6222

SITES:					
Name of Site	Independent Living Resource Center San Francisco				
Address and Zip	825 Howard Street San Francisco, CA 94103				
Phone Number	415-543-6222				
Fax Number	415-543-6318				
Neighborhood	South of Market (SOMA)				
Muni Line #s	L, K, M, T, F, 14, 45, 27, 30				
Person in Charge	Lana Nieves				
Site Manger	Kimberly Armstrong				
Programs Offered at Site	Peer Support, Independent Living Skills training, Housing, Legal services, Benefits/Economic Empowerment, Assistive Technology and Device Lending Library, Community Activities, translation services/multi-lingual services, information, support, advocacy and referrals regarding healthcare access, accessible transportation, workplace accommodations, Wheelchair Repair Program				
Days Open	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thurs <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun				
Hours Open	9am-4:30pm, weekends and extended hours, as needed.				
Hours of <u>scheduled</u> programming	9am-4:30 pm (4:30-5pm reserved for Admin)				
Total number of service days in FY	267+				
Days closed	Major Holidays				
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				

APPENDIX A – SCOPE OF SERVICES

The Arc San Francisco (The Arc)

Education and Advocacy & Peer Mentors Services for Adults with Disabilities

July 1, 2024 to June 30, 2028

I. Purpose

The purpose of this grant is to empower people of varying abilities and disabilities to live a fully realized and integrated community life by providing specialized services to them. There are two main categories of services associated with the proposed program: 1) Education and Advocacy & 2) Peer Mentors.

II. Definitions

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CARBON	Contracts Administration, Reporting, and Billing Online 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	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Grantee	The Arc 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 consumers to self-identify their income status, not to be used as a means test to qualify for the program.
HSA	Human Services Agency of the City and County of San Francisco
OCP	Office of Community Partnerships
Older Adults	Person who is 60 years or older. Used interchangeably with senior.
SF DAS GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service units, run reports, etc.
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 clients they serve (Chapter 104, Sections 104.1 through 104.9).
Unduplicated Consumer (UDC)	A unique consumer participating in the Education and Advocacy & Peer Mentors programming provided by the grantee and reflected in SF DAS GetCare through program enrollment.

III. Target Population

This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- 1) Persons with low income
- 2) Persons who are socially isolated
- 3) Persons with limited English-speaking proficiency
- 4) Persons from communities of color
- 5) Persons who identify as LGBTQ+
- 6) Persons at risk of institutionalization

IV. Client Eligibility

To be eligible for services, clients must be:

- An adult with a disability, aged 18 or older and
- A resident of the City and County of San Francisco.

V. Location and Time of Services

The Arc San Francisco is at 1500 Howard Street. Hours of operation are from 9am to 7pm, Monday to Friday.

VI. Description of Services

The contractor will provide the following two program elements and services:

1) Education and Advocacy

Grantee will develop a curriculum of specific interest and benefit to people living with disabilities with the objective of empowering people of varying abilities and disabilities to live a fully realized and integrated community life. Course offerings can include “one-off” classes as well as a class series and/or core curriculum. Grantee should consider the use of volunteer “experts” to enhance course offerings.

Course offerings and educational tracks include the following:

- a) Resiliency Courses: a 10-session program with the goal of increasing participants’ independence by enhancing their skills and knowledge in self-esteem and resiliency through various interactive activities, group

discussions, and reflective exercises. Some of the session topics include: Introduction to Resilience, Understanding Self-Esteem, Building Positive Relationships, Goal Setting and Problem Solving, and Celebrating Successes. Each session is an hour long and meets 10 times per semester. The program is being offered three times per year.

- b) **Leadership and Advocacy Group:** a weekly group for participants to help shape the services and programs offered through The Arc San Francisco. The group participants will foster leadership and advocacy skills. The group meets for 90 minutes a session every week with both in-person and virtual participation. In addition, a monthly leadership workshop facilitated by external experts are being offered. Participants in this group will enhance their advocacy skills through identifying important issues within their community and creating action plans to address these challenges. There is also opportunities to collaborate with many advocacy groups to maximize the advocacy efforts.

2) Peer Mentors

Creation and use of a peer-mentoring network provides a service delivery framework for a target population that may have difficulty accessing traditional health and social services while also having limited access to information about disability related issues and services. Peer mentor volunteers will provide outreach and supportive services for adults with disabilities to help address these concerns. Program design includes:

- a) **Recruitment and Screening:** The Arc's Volunteer Manager will recruit peer mentor volunteers with related experience or interest in advocacy and support for the Intellectual and Developmental Disabilities (IDD) community. Volunteer selection criteria includes evaluation of empathy, communication skills, physical and mental ability to provide effective mentoring support. Moreover, volunteers need to be able to meet the minimum commitment set by the program. A minimum of one-hour a week of one-on-one interaction with the clients is required for a duration of ten weeks.
- b) **Volunteer Training:** Once volunteer mentors complete the background check requirement, they will be offered a comprehensive training program provided by the Volunteer Manager. Training courses will empower the volunteer mentors with essential mentoring skills and knowledge such as social-emotional proficiency, antiracist attitudes, and self-advocacy skills.

In addition, training topics will include the needs and rights of the IDD community as well as their history with social justice and advocacy successes.

- c) **Volunteer Match and Ongoing Support:** Through the participant interview process, each mentor will be appropriately matched with a participant. For a total of ten weeks, mentors will meet with their mentees for an hour every week. For the duration of mentorship, mentors will be provided ongoing assistance and support such as regular check-ins with the Volunteer Manager and additional training sessions.

VII. Contractor Responsibilities / Units of Service and Definitions

On an annual basis, the Grantee will provide the following services in each of the two components:

1) Education and Advocacy:

- a) **Unduplicated Consumers.** Grantee will keep a record of unduplicated consumers receiving this service.

UNIT: One unduplicated consumer who is an individual attending at least one class.

- b) **Graduates.** Grantee will keep a record of unduplicated consumers who have complete a specific curriculum track.

UNIT: One unduplicated consumer who has completed a specific curriculum track.

- c) **Class Hours.** Grantee will keep a record of total class hours.

UNIT: One hour of class time.

2) Peer Mentoring:

- a) **Unduplicated Consumers.** Grantee will keep a record of unduplicated consumer receiving this service.

UNIT: One unduplicated consumer who is paired with a mentor.

- b) Volunteer Recruitment and Development. Conduct outreach to draw volunteers who will undergo formal evaluation and training, and commit to a minimum service period.

UNIT: One volunteer.

- c) Peer Mentoring. Grantee will provide peer support through the use of peer support volunteers. Peer support services include social, emotional, and practical support via regular interactions with clients.

UNIT: One hour of peer mentoring support to consumer.

VIII. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

1) Education and Advocacy

- a) Grantee will provide services for 50 unduplicated consumers.
- b) Grantee will have a total of 50 graduates from the program.
- c) Grantee will provide 130 class hours.

2) Peer Mentoring

- a) Grantee will provide services for 30 unduplicated consumers.
- b) Grantee will provide recruitment and development to 15 volunteers.
- c) Grantee will provide 300 peer mentoring hours.

IX. Outcome Objectives

On an annual basis, the Grantee will meet the following Outcome Objectives:

1) Education and Advocacy:

- a) Participants report that they are satisfied with the services they received. Target: 85%
- b) Participants report that classes and activities have improved their overall well-being. Target: 85%
- c) Participants agree that the classes they participated in have made them feel more independent and self-reliant. Target: 85%

2) Peer Mentoring:

- a) Participants matched with a peer mentor report that the peer mentoring support has improved their overall well-being. Target: 85%
- b) Participants matched with a peer mentor report that they received emotional support from their peer mentor. Target: 75%
- c) Participants matched with a peer mentor report that they received information and support which allowed them to access a new service such as a government or non-profit resource, transportation, or social activity. Target: 75%
- d) Participants matched with a peer mentor report that they received information and support which allowed them to use a new technology or assistive device. Target: 75%

Based on an annual satisfaction survey created by grantee and approved by DAS/OCP and with a sample size of at least 50% of the annual unduplicated consumers in each service category.

X. Reporting Requirements

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

- A. Grantee will enter into SF DAS GetCare the consumer data including the Intake Form by the 5th working day of the month for the preceding month's services.
- B. Grantee will enter into the SF DAS 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 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.
- E. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and the California Department of Aging (CDA) Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.

- F. Grantee will provide an annual consumer satisfaction survey report to DAS by March 15 or a date agreed upon by DAS and grantee each grant year.
- G. The 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.
- H. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).
- I. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAS/OCP.
- J. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.
- K. Grantee will develop and maintain with OCP's approval, an updated Site Chart (using OCP's format) with details about the program.
- L. For assistance with reporting requirements or submission of reports, please contact:

Dong Liu
Program Analyst, DAS
Office of Community Partnerships
dong.c.liu@sfgov.org

Tahir Shaikh
Contract Manager, HSA
Office of Contract Management
tahir.shaikh@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 SF DAS 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 OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI, VII, VIII, and IX.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Grantee: The Arc San Francisco				Full Term:	7/1/24 - 6/30/28
Program: Education, Advocacy, Peer Mentoring				Effective Date:	
New <input checked="" type="checkbox"/> Modification <input type="checkbox"/> Revision <input type="checkbox"/>				Modification #	
	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/24 - 6/30/28
Expenses	Original	Original	Original	Original	Total
Salaries & Benefits	\$126,225	\$130,685	\$133,299	\$135,966	\$526,175
Operating-Direct	\$655				\$655
Subtotal	\$126,880	\$130,685	\$133,299	\$135,966	\$526,830
Indirect Percentage (%)	15%	15%	15%	15%	15%
Indirect Costs (Line 16 X Line 15)	\$19,032	\$19,604	\$19,996	\$20,395	\$79,027
CODB Eligible Expenses	\$145,912	\$150,289	\$153,295	\$156,361	\$605,857
Consultant/Subcontractor (\$25,000+)					
Direct Client Pass-Through					
Capital Expenses					
Total Expenses	\$145,912	\$150,289	\$153,295	\$156,361	\$605,857
HSA / DAS Revenues					
Total HSA / DAS Revenues	\$145,912	\$150,289	\$153,295	\$156,361	\$605,857
Grantee/Contractor Revenues					
Total Grantee/Contractor Revenues					
Total Revenues	\$145,912	\$150,289	\$153,295	\$156,361	\$605,857
Prepared by: Jason McMonagle					
<i>Telephone No. & Email: 415-816-6810</i>				<i>HSA Budget Form (3/24)</i>	

Grantee: The Arc San Francisco																					Appendix B, Page 2					
Program: Education, Advocacy, Peer Mentoring																										
Salaries & Benefits Detail																										
POSITION TITLE	Agency Totals		HSA Program		7/1/24 - 6/30/25		Agency Totals		HSA Program		7/1/25 - 6/30/26		Agency Totals		HSA Program		7/1/26 - 6/30/27		Agency Totals		HSA Program		7/1/27 - 6/30/28		7/1/24 - 6/30/28	
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Total
DSP	\$45,000	1.00	100%	1.00	\$31,980	\$46,350	1.00	73%	0.73	\$33,688	\$47,277	1.00	71%	0.71	\$33,750	\$48,223	1.00	100%	1.00	\$33,910	\$133,329					
Volunteer Manager	\$62,000	1.00	100%	1.00	\$62,000	\$63,860	1.00	100%	1.00	\$63,860	\$65,776	1.00	100%	1.00	\$65,776	\$67,749	1.00	100%	1.00	\$67,749	\$259,385					
Associate Director, Community Relationships	\$70,000	0.05	100%	0.05	\$3,500	\$72,100	0.05	5%	0.00	\$3,500	\$73,542	0.05	5%	0.00	\$3,557	\$75,013	0.05	100%	0.05	\$3,557	\$14,113					
Associate Director, Participant Experience	\$70,000	0.05	100%	0.05	\$3,500	\$72,100	0.05	5%	0.00	\$3,500	\$73,542	0.05	5%	0.00	\$3,557	\$75,013	0.05		-	\$3,557	\$14,113					
				-					-					-					-							
TOTALS	\$247,000	2.10	4.00	2.10	\$100,980	\$254,410	2.10	182%	1.73	\$104,548	\$260,137	2.10	181%	1.72	\$106,639	\$265,997	2.10	300%	2.05	\$108,773	\$420,940					
FRINGE BENEFIT RATE	25%					25%				25%					25%											
EMPLOYEE FRINGE BENEFITS					\$25,245					\$26,137					\$26,660					\$27,193	\$105,235					
TOTAL SALARIES & BENEFITS					\$126,225					\$130,685					\$133,299					\$135,966	\$526,175					

HSA Budget Form (3/24)

Grantee: The Arc San Francisco
Program: Education, Advocacy, Peer Mentoring

Appendix B, Page 3

Operating Expenses Detail

	7/1/24 - 6/30/25 Original	7/1/25 - 6/30/26 Original	7/1/26 - 6/30/27 Original	7/1/27 - 6/30/28 Original	7/1/24 - 6/30/28 Total
<u>Expenditure Category</u>					
Rental of Property					
Utilities(Elec, Water, Gas, Phone, Garbage)	\$205				\$205
Office Supplies, Postage	\$100				\$100
Building Maintenance Supplies and Repair	\$150				\$150
Printing and Reproduction	\$50				\$50
Insurance	\$150				\$150
Staff Training					
Staff Travel-(Local & Out of Town)					
Rental of Equipment					
<u>Consultant/Subcontractor</u>					
<u>Other</u>					
<u>Total Operating Expense</u>	\$655				\$655

HSA Budget Form (3/24)

Appendix F - SITE CHART

Human Services Agency, Department of Disability and Aging Services, Office of Community Partnerships

PROGRAM: Education and Advocacy and Peer Mentors

FISCAL YEAR: 07/01/2024 - 06/30/2028

AGENCY: The Arc San Francisco

DIRECTOR: Jennifer Dresen/Virginia Wan Noguiera

SITES:					
Name of Site	The Arc San Francisco.				
Address and Zip	1500 Howard Street				
Phone Number	415-822-1707.				
Fax Number	N/A.				
Neighborhood	SOMA				
Muni Line #s	J,K,L,M,N, 49,38,6,7.				
Person in Charge	Kristen Pedersen, ED.				
Site Manger	Jennifer Dresen				
Programs Offered at Site	Education, Advocacy, and Peer Mentorship				
Days Open	X Mon X Tues X Wed X Thurs X Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun				
Hours Open	8 am-9pm				
Hours of <u>scheduled</u> programming	9am-7pm				
Hours of service	9am-8pm				
Annual number of units at site	800				
Average number of units per day	150				
Total number of service days in FY	240.				
Days closed	125				
ADA Accessible	X Yes <input type="checkbox"/> No				