



**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



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: JUNE 5, 2024

SUBJECT: NEW GRANTS: **MULTIPLE PROVIDERS (NON-PROFIT)** TO PROVIDE RENTAL ASSISTANCE DEMONSTRATION (RAD) SUPPORTIVE SERVICES

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

GRANT AMOUNT:

	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$8,292,608	\$829,261	\$9,121,869

ANNUAL AMOUNT

	<u>FY 24/25</u>	<u>FY 25/26</u>	<u>FY 26/27</u>	<u>FY 27/28</u>
	\$1,996,430	\$2,056,326	\$2,100,451	\$2,139,401

Funding Source

	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$8,292,608			\$829,261	\$9,121,869
PERCENTAGE:	100%				100%

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The Department of Disability and Aging Services (DAS) requests authorization to enter into new grant agreements with multiple providers for the period of July 1, 2024 through June 30, 2028, in an amount of \$8,292,608, plus a 10% contingency for a total amount not to exceed \$9,121,869 (see table on page 6 below). The purpose of these grants is to provide onsite supportive services within indicated Rental Assistance Demonstration (RAD) properties.

Background

The Rental Assistance Demonstration (RAD) Program originated as an initiative from the US Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

Historically, over a four-month period in early 2013, the City, including the Mayor's Office, the Mayor's Office of Housing and Community Development, and the City Administrator, met with the San Francisco Housing Authority (SFHA) and 72 different organizations to re-envision the work of the SFHA. A strategy was developed to address the long-term viability of the SFHA portfolio; the proposed strategy addressed critical immediate and long-term rehabilitation needs by attracting new capital and establishing an on-site supportive-services model in all RAD buildings.

Currently, the RAD program encompasses thirty-two (32) housing sites grouped into twelve (12) neighborhood clusters in San Francisco. The clusters have been developed based on the geographic location of the sites and on the type of households residing at each site (i.e. older adults, adults with disabilities, or family households), in order to facilitate referrals to neighborhood-based services. Twenty (20) of the 32 sites are designated for older adults and adults with disabilities; these are the sites that will be funded through these grants. The sites range in size from 40 to 276 units, while the clusters themselves range in size from 142 to 719 units; there are a total of 2,001 units spread over 20 sites.

Services to be Provided

Grantees will provide the following core activities under the listed service areas:

Outreach and Community Engagement

- Grantees will develop and maintain channels of communication with tenants through multiple avenues, such as newsletters, tenant meetings, monthly activity calendars, community building activities, and educational programs, among others, to foster positive relationships with tenants and enhance community living.

Service Connection

- Grantees will work to build relationships with neighborhood groups, city agencies, and community-based service providers to develop referral partnerships and onsite programming.
- Grantees will assist tenants in striving to meet identified needs and goals by offering needs assessments, information and referral services, crisis intervention and counseling services, and short-term case management, while also working to connect tenants with outside service providers and community services.

Housing Stability

- Grantees will provide information and direct outreach to help tenants maintain their housing and ensure that tenants' specific needs are met. Grantees will assist tenants in addressing and planning for matters related to housing, such as delinquent rent payments, safety concerns, remedy of incidents and/or lease violations, conflict resolutions, and communication with property management, among other areas.

For more specific information regarding the services to be provided at each housing site, please refer to the attached Appendices A.

Grantee Selection

Grantees were selected through Request for Proposals 2023-02C, which was competitively bid in collaboration with the San Francisco Mayor's Office of Housing and Community Development (MOHCD) in January of 2024.

Funding

Funding for these grant agreements is provided through County General Funds.

ATTACHMENTS

Bridge Housing Corp

3850 18th Street – Appendix A – Services to be Provided

3850 18th Street – Appendix B – Budget

462 Duboce Ave – Appendix A – Services to be Provided
462 Duboce Ave – Appendix B – Budget

Mission Dolores – Appendix A – Services to be Provided
Mission Dolores – Appendix B – Budget

25 Sanchez Street – Appendix A – Services to be Provided
25 Sanchez Street – Appendix B – Budget

255 Woodside Ave – Appendix A – Services to be Provided
255 Woodside Ave – Appendix B – Budget

Bridge Housing Corp – Appendix F – Site Chart

Chinatown Community Development Center

227 Bay Street – Appendix A – Services to be Provided
227 Bay Street – Appendix B – Budget

990 Pacific Ave – Appendix A – Services to be Provided
990 Pacific Ave – Appendix B – Budget

Chinatown Community Development Center – Appendix F – Site Chart

HomeRise

1750 McAllister Street – Appendix A – Services to be Provided
1750 McAllister Street – Appendix B – Budget

666 Ellis Street – Appendix A – Services to be Provided
666 Ellis Street – Appendix B – Budget

HomeRise – Appendix F – Site Chart

Mercy Housing California

1760 Bush Street – Appendix A – Services to be Provided
1760 Bush Street – Appendix B – Budget

1880 Pine Street – Appendix A – Services to be Provided
1880 Pine Street – Appendix B – Budget

2698 California Street – Appendix A – Services to be Provided
2698 California Street – Appendix B – Budget

345 Arguello Blvd – Appendix A – Services to be Provided
345 Arguello Blvd – Appendix B – Budget

491 31st Ave. – Appendix A – Services to be Provided
491 31st Ave. – Appendix B – Budget

JFK Towers – Appendix A – Services to be Provided
JFK Towers – Appendix B – Budget

Mercy Housing California – Appendix F – Site Chart

Tenderloin Neighborhood Development Corp
320-330 Clementina – Appendix A – Services to be Provided
320-330 Clementina – Appendix B – Budget

430 Turk – Appendix A – Services to be Provided
430 Turk – Appendix B – Budget

939-51 Eddy – Appendix A – Services to be Provided
939-51 Eddy – Appendix B – Budget

Rosa Parks (1251 Turk) – Appendix A – Services to be Provided
Rosa Parks (1251 Turk) – Appendix B – Budget

350 Ellis – Appendix A – Services to be Provided
350 Ellis – Appendix B – Budget

Tenderloin Neighborhood Development Corp – Appendix F – Site Chart

Rental Assistance Demonstration (RAD) Programs

Grantee	Site	FY 24/25	FY 25/26	FY 26/27	FY 27/28	Total	Contingency	Not to Exceed
Bridge Housing Corporation	3850 18th Street	\$118,219	\$121,766	\$124,201	\$126,685	\$490,871	\$49,087	\$539,958
Bridge Housing Corporation	462 Duboce Ave	\$60,844	\$62,669	\$63,923	\$65,201	\$252,637	\$25,264	\$277,901
Bridge Housing Corporation	Mission Dolores	\$82,193	\$84,659	\$86,352	\$88,079	\$341,283	\$34,128	\$375,411
Bridge Housing Corporation	25 Sanchez Street	\$81,556	\$84,003	\$85,683	\$87,397	\$338,639	\$33,864	\$372,503
Bridge Housing Corporation	255 Woodside Ave	\$119,177	\$122,753	\$125,208	\$127,712	\$494,850	\$49,485	\$544,335
Chinatown Community Development Center	227 Bay St	\$63,715	\$65,626	\$66,939	\$68,278	\$264,558	\$26,456	\$291,014
Chinatown Community Development Center	990 Pacific Ave	\$85,705	\$88,276	\$90,042	\$91,843	\$355,866	\$35,587	\$391,453
HomeRise	1750 McAllister	\$85,884	\$88,461	\$90,230	\$92,035	\$356,610	\$35,661	\$392,271
HomeRise	666 Ellis	\$86,865	\$89,471	\$91,260	\$93,086	\$360,682	\$36,068	\$396,750
Mercy Housing California	1760 Bush Street	\$115,086	\$118,539	\$120,909	\$123,328	\$477,862	\$47,786	\$525,648
Mercy Housing California	1880 Pine Street	\$116,635	\$120,134	\$122,537	\$124,988	\$484,294	\$48,429	\$532,723
Mercy Housing California	2698 California Street	\$58,453	\$60,206	\$61,410	\$62,638	\$242,707	\$24,271	\$266,978
Mercy Housing California	345 Arguello Blvd	\$42,349	\$43,620	\$44,492	\$45,382	\$175,843	\$17,584	\$193,427
Mercy Housing California	491 31st Ave.	\$44,208	\$45,534	\$46,445	\$47,373	\$183,560	\$18,356	\$201,916
Mercy Housing California	JFK Towers	\$81,659	\$84,109	\$85,791	\$87,507	\$339,066	\$33,907	\$372,973
Tenderloin Neighborhood Development Corp	320-330 Clementina	\$359,717	\$370,509	\$377,919	\$385,477	\$1,493,622	\$149,362	\$1,642,984
Tenderloin Neighborhood Development Corp	430 Turk	\$85,773	\$88,346	\$90,113	\$91,916	\$356,148	\$35,615	\$391,763
Tenderloin Neighborhood Development Corp	939-51 Eddy	\$48,149	\$49,594	\$50,586	\$51,597	\$199,926	\$19,993	\$219,919
Tenderloin Neighborhood Development Corp	Rosa Parks	\$174,821	\$180,066	\$186,667	\$187,340	\$728,894	\$72,889	\$801,783
Tenderloin Neighborhood Development Corp	350 Ellis	\$85,422	\$87,985	\$89,744	\$91,539	\$354,690	\$35,469	\$390,159
Totals		\$1,996,430	\$2,056,326	\$2,100,451	\$2,139,401	\$8,292,608	\$829,261	\$9,121,869

Appendix A – Services to be Provided
Bridge Housing Corporation
RAD Housing Support Services at 3850 18th Street
July 1, 2024 through June 30, 2028

I. Purpose

The Rental Assistance Demonstration (RAD) Program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 to 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	Human Services Agency's Contracts Administration Reporting and Billing Online (CARBON) system
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive 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, 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	Bridge Housing Corporation
Health and Wellness Services	Any service that supports and/or promotes tenants' health and well-being (i.e. Adult Day Health, nutrition programs, free health screenings, DAS services, etc.).
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 sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual,

	transgender, genderqueer, and gender nonbinary.
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, as 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.
MOHCD	Mayor's Office of Housing and Community Development
OCM	Office of Contract Management, San Francisco Human Services Agency
OCP	Office of Community Partnerships, Department of Disability and Aging Services
Older Adult	Person who is 60 years or older, used interchangeably with "senior."
RAD	Rental Assistance Demonstration
Senior	Person who is 60 years or older, used interchangeably with "older adult."
SF-HSA	Human Services Agency of the City and County of San Francisco.
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).

III. Target Population

This program is designed to serve all ethnicities and populations in Grantee's RAD converted housing units, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, clients must be:

- An older adult, aged 60 years or over *or*
- An adult with a disability, aged 18-59 *and*
- Residing in housing units at the locations indicated below

V. Location and Time of Services

Services will be provided at 3850 18th Street, Monday through Friday, during regular office hours of 8:30 a.m. to 5 p.m., during regular office hours of office hours, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open-house events, and emails (as available).
 - ii. Service Connection
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention, and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants in identifying and accessing community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent

payments, and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.

- c. Conduct direct outreach to all tenants who are experiencing safety concerns or lease/house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenancies resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement
- a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
- 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS|OCP policy memoranda.
 - 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 - 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS|OCP. Grantee will share the survey results with DAS|OCP by March 15th each grant year, or on a mutually agreed-upon date between DAS|OCP and Grantee.
 - 5. Grantee will hire, train, and supervise .87 (leveraged and/or grant-funded) to provide services.
 - 6. Grantee will ensure adequate and culturally-competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
 - 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 - 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS|OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings as needed.
 - 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.
 - 10. Grantee is a mandated reporter for witnessed or suspected elder abuse/neglect. Mandated reporter training is required annually for all program staff.
 - 11. Grantee will communicate and collaborate regularly with DAS to help provide logistical and operational support to the program, to provide quality services to tenants, and to strategize program direction and services provision.

VII. Service Objectives

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

- Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- Grantee will provide tenants with a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health- and wellness-related, and 65% all other.
- All (100%) of households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.
- Grantee will provide services to 100% of unduplicated tenants annually. Services can be individual services, community activities, and/or outreach.

VIII. Outcome Objectives

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

- Tenants will feel connected to and involved with their tenant/resident community. At least 50% of unduplicated residents participating in the annual survey will feel “strongly” or “very strongly” about being connected to and involved with their tenant/resident community.
 - Grantee will use the following standardized question: How strongly do you feel connected to and involved with the tenant/resident community at [site]? The options to answer should be “very strongly,” “strongly,” “somewhat,” and “not at all.”
- Tenants will have better access to resources improving their health and wellness. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness.
 - Grantee will use the following standardized question: Do you have better access to resources that increase your health and wellness? The options to answer should be “highly agree,” “agree,” “neutral,” “disagree,” and “highly disagree.”
- Tenants will have stable housing. At least 95% of households will have obtained and/or maintained reliable, secure, and stable housing that meets the needs of individuals and households.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers into the grantee’s database, using a DAS|OCP-approved intake form.

2. Annual and monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
 - a. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII (Outcome Objectives). This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th day of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants to whom services were provided annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected to and involved with their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have obtained and/or maintained stable housing.
 - b. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII (Service Objectives). Grantee will enter the monthly metrics in the CARBON database by the 15th day of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed-upon date between DAS|OCP and the Grantee.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The Grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The Grantee must submit the report in CARBON.
6. Grantee will develop and deliver ad hoc reports as requested by SF-HSA, DAS, and

OCP.

7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10 (June-December data) and July 10 (January-June data).
8. Grantee will maintain an updated site chart, using the DAS|OCP approved form, with details about the program.
9. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable, and will take all reasonable efforts to implement HIPAA requirements.
10. Grantee will develop a grievance policy consistent with DAS|OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio Duenas
Rocio.Duenas@sfgov.org
Principal Contract Manager, Office of Contract Management
Human Services Agency

or

Rosemarie Tocchini
Rosemarie.Tocchini@sfgov.org
Program Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates; backup documentation for the units of service and all reporting; progress of service and outcome objectives; the methods by which participant records are collected and maintained; reporting performance; maintenance of service unit logs; agency and organization standards, including a current organizational chart and evidence of provision of annual training to staff in Elder Abuse Prevention and Reporting and Security Awareness; review of program operation, including a review of a written policies-and-procedures manual of all OCP-funded programs; written project income policies if applicable; grievance procedure (must be posted in the center/office and distributed to those consumers who are homebound); site chart with current hours of operation; a board of director list; whether services are provided appropriately according to sections VII (Service Objectives) and VIII

(Outcome Objectives); logs of service units based on hours of scheduled activities; sign-in sheets of consumers participating in each activity; and documentation showing the reported units of service are based on scheduled activities at the site.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, the quarterly balance sheet, the 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 the Personnel Manual, the Emergency Operations Plan, compliance with the Americans with Disabilities Act, subcontracts, 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						
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Grantee Name:			Grant Term:		
6	BRIDGE Housing Corp			July 1, 2024 - June 30, 2028		
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: 18th St - RAD Supportive Services					
10	Budget Reference Page No.(s)					TOTAL
11	Program Term	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
12	DAS Expenditures					
13	Salaries & Benefits	\$91,212	\$93,867	\$96,542	\$99,323	\$380,944
14	Operating Expense	\$11,587	\$12,016	\$11,459	\$10,838	\$45,900
15	Capital Expenditure					\$0
16	Subtotal	\$102,799	\$105,883	\$108,001	\$110,161	\$426,844
17	Indirect Percentage (%) (max. 15%)	15%	15%	15%	15%	
18	Indirect Cost (Line 16 X Line 17)	\$15,420	\$15,883	\$16,200	\$16,524	\$64,027
19	Total DAS Expenditures	\$118,219	\$121,766	\$124,201	\$126,685	\$490,871
20	Developer Match Expenditures					
21	Salaries & Benefits	\$81,679	\$85,941	\$90,388	\$95,056	\$353,064
22	Operating Expense	\$2,091	\$1,662	\$2,219	\$2,840	\$8,812
23	Capital Expenditure	\$0	\$0	\$0	\$0	\$0
24	Subtotal	\$83,770	\$87,603	\$92,607	\$97,896	\$361,876
25	Indirect Percentage (%)	15%	15%	15%	15%	
26	Indirect Cost (Line 16 X Line 17)	\$12,565	\$13,140	\$13,891	\$14,684	\$54,281
27	Total Developer Expenditures	\$96,335	\$100,744	\$106,498	\$112,581	\$416,157
28						
29	Total DAS and Developer Expenditures	\$214,554	\$222,510	\$230,699	\$239,266	\$907,028
30	DAS Revenues					
31	Local General Fund	\$118,219	\$121,766	\$124,201	\$126,685	\$490,871
32						
33						
34						
35						
36						
37						
38						
39	TOTAL DAS REVENUES	\$118,219	\$121,766	\$124,201	\$126,685	\$490,871
40	Developer Revenues					
41	Developer Match Funds	\$96,335	\$100,744	\$106,498	\$112,581	\$416,157
42						
43						
44						
45	Total Developer Revenues	\$96,335	\$100,744	\$106,498	\$112,581	\$416,157
46	Total Revenues	\$214,554	\$222,510	\$230,699	\$239,266	\$907,029
47	Full Time Equivalent (FTE)					
49	Prepared by:	Telephone No.			Date:	
50	HSA-CO Review Signature:	_____				
51	HSA #1					

Appendix A – Services to be Provided
Bridge Housing Corporation
RAD Housing Support Services at
462 Duboce Avenue
July 1, 2024 through June 30, 2028

I. Purpose

The Rental Assistance Demonstration (RAD) Program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 to 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	Human Services Agency's Contracts Administration Reporting and Billing Online (CARBON) system
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive 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, 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	Bridge Housing Corporation
Health and Wellness Services	Any service that supports and/or promotes tenants' health and well-being (i.e. Adult Day Health, nutrition programs, free health screenings, DAS services, etc.).
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 sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender nonbinary.
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, as 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.
MOHCD	Mayor's Office of Housing and Community Development
OCM	Office of Contract Management, San Francisco Human Services Agency
OCP	Office of Community Partnerships, Department of Disability and Aging Services
Older Adult	Person who is 60 years or older, used interchangeably with "senior."
RAD	Rental Assistance Demonstration
Senior	Person who is 60 years or older, used interchangeably with "older adult."
SF-HSA	Human Services Agency of the City and County of San Francisco.
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).

III. Target Population

This program is designed to serve all ethnicities and populations in Grantee's RAD converted housing units, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, clients must be:

- An older adult, aged 60 years or over *or*
- An adult with a disability, aged 18-59 *and*
- Residing in housing units at the locations indicated below

V. Location and Time of Services

Services will be provided at 462 Duboce Avenue, San Francisco, CA, 94117, Monday through Friday, during regular office hours of 8:30 a.m. through 5:00 p.m., excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open-house events, and emails (as available).
 - ii. Service Connection
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention, and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants in identifying and accessing community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.

- b. Conduct direct outreach to all tenants who become delinquent in rent payments, and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns or lease/house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenancies resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement
- a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS|OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS|OCP. Grantee will share the survey results with DAS|OCP by March 15th each grant year, or on a mutually agreed-upon date between DAS|OCP and Grantee.
 5. Grantee will hire, train, and supervise .32 (leveraged and/or grant-funded) to provide services.
 6. Grantee will ensure adequate and culturally-competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS|OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.
 10. Grantee is a mandated reporter for witnessed or suspected elder abuse/neglect. Mandated reporter training is required annually for all program staff.
 11. Grantee will communicate and collaborate regularly with DAS to help provide logistical and operational support to the program, to provide quality services to tenants, and to strategize

program direction and services provision.

VII. Service Objectives

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

- Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- Grantee will provide tenants with a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health- and wellness-related, and 65% all other.
- All (100%) of households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.
- Grantee will provide services to 100% of unduplicated tenants annually. Services can be individual services, community activities, and/or outreach.

VIII. Outcome Objectives

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

- Tenants will feel connected to and involved with their tenant/resident community. At least 50% of unduplicated residents participating in the annual survey will feel “strongly” or “very strongly” about being connected to and involved with their tenant/resident community.
 - Grantee will use the following standardized question: How strongly do you feel connected to and involved with the tenant/resident community at [site]? The options to answer should be “very strongly,” “strongly,” “somewhat,” and “not at all.”
- Tenants will have better access to resources improving their health and wellness. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness.
 - Grantee will use the following standardized question: Do you have better access to resources that increase your health and wellness? The options to answer should be “highly agree,” “agree,” “neutral,” “disagree,” and “highly disagree.”
- Tenants will have stable housing. At least 95% of households will have obtained and/or maintained reliable, secure, and stable housing that meets the needs of individuals and households.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant

agreement by entering the consumer data obtained from consumers into the grantee's database, using a DAS|OCP-approved intake form.

2. Annual and monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
 - a. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII (Outcome Objectives). This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th day of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants to whom services were provided annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "strongly" or "very strongly" when asked about being connected to and involved with their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "agree" or "highly agree" when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have obtained and/or maintained stable housing.
 - b. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII (Service Objectives). Grantee will enter the monthly metrics in the CARBON database by the 15th day of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed-upon date between DAS|OCP and the Grantee.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The Grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The Grantee must submit the report in CARBON.

6. Grantee will develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10 (June-December data) and July 10 (January-June data).
8. Grantee will maintain an updated site chart, using the DAS|OCP approved form, with details about the program.
9. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable, and will take all reasonable efforts to implement HIPAA requirements.
10. Grantee will develop a grievance policy consistent with DAS|OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio Duenas
Rocio.Duenas@sfgov.org
Principal Contract Manager, Office of Contract Management
Human Services Agency

or

Rosemarie Tocchini
Rosemarie.Tocchini@sfgov.org
Program Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates; backup documentation for the units of service and all reporting; progress of service and outcome objectives; the methods by which participant records are collected and maintained; reporting performance; maintenance of service unit logs; agency and organization standards, including a current organizational chart and evidence of provision of annual training to staff in Elder Abuse Prevention and Reporting and Security Awareness; review of program operation, including a review of a written policies-and-procedures manual of all OCP-funded programs; written project income policies if applicable; grievance procedure (must be posted in the center/office and distributed to those consumers who are homebound); site chart with current

hours of operation; a board of director list; whether services are provided appropriately according to sections VII (Service Objectives) and VIII (Outcome Objectives); logs of service units based on hours of scheduled activities; sign-in sheets of consumers participating in each activity; and documentation showing the reported units of service are based on scheduled activities at the site.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, the quarterly balance sheet, the 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 the Personnel Manual, the Emergency Operations Plan, compliance with the Americans with Disabilities Act, subcontracts, 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						
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Grantee Name:			Grant Term:		
6	BRIDGE Housing Corp			July 1, 2024 - June 30, 2028		
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: Duboce - RAD Supportive Services					
10	Budget Reference Page No.(s)					TOTAL
11	Program Term	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
12	DAS Expenditures					
13	Salaries & Benefits	\$52,706	\$53,837	\$54,984	\$56,130	\$217,657
14	Operating Expense	\$202	\$657	\$602	\$566	\$2,027
15	Capital Expenditure					\$0
16	Subtotal	\$52,908	\$54,494	\$55,586	\$56,696	\$219,684
17	Indirect Percentage (%) (max. 15%)	15%	15%	15%	15%	
18	Indirect Cost (Line 16 X Line 17)	\$7,936	\$8,174	\$8,337	\$8,504	\$32,952
19	Total DAS Expenditures	\$60,844	\$62,669	\$63,923	\$65,201	\$252,637
20	Developer Match Expenditures					
21	Salaries & Benefits	\$71,313	\$75,122	\$79,136	\$83,341	\$308,913
22	Operating Expense	\$7,835	\$7,380	\$6,980	\$6,616	\$28,811
23	Capital Expenditure	\$0	\$0	\$0	\$0	\$0
24	Subtotal	\$79,148	\$82,502	\$86,116	\$89,957	\$337,724
25	Indirect Percentage (%)	15%	15%	15%	15%	
26	Indirect Cost (Line 16 X Line 17)	\$11,872	\$12,375	\$12,917	\$13,494	\$50,659
27	Total Developer Expenditures	\$91,021	\$94,878	\$99,033	\$103,451	\$388,382
28						
29	Total DAS and Developer Expenditures	\$151,865	\$157,546	\$162,956	\$168,652	\$641,019
30	DAS Revenues					
31	Local General Fund	\$60,844	\$62,669	\$63,923	\$65,201	\$252,637
32						
33						
34						
35						
36						
37						
38						
39	TOTAL DAS REVENUES	\$60,844	\$62,669	\$63,923	\$65,201	\$252,637
40	Developer Revenues					
41	Developer Match Funds	\$91,021	\$94,878	\$99,033	\$103,451	\$388,382
42						
43						
44						
45	Total Developer Revenues	\$91,021	\$94,878	\$99,033	\$103,451	\$388,382
46	Total Revenues	\$151,865	\$157,546	\$162,956	\$168,652	\$641,019
47	Full Time Equivalent (FTE)					
49	Prepared by:	Telephone No.			Date:	
50	HSA-CO Review Signature:	_____				
51	HSA #1					

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4	Grantee Name: BRIDGE Housing Corp										
5	Program Name: Duboce - RAD Supportive Services										
6											
7											
8	Salaries & Benefits Detail										
9	DAS SALARIES & BENEFITS										
10			7/1/24-6/30/25		7/1/25-6/30/26		7/1/26-6/30/27		7/1/27-6/30/28		TOTAL
			Budgeted Salary		Budgeted Salary		Budgeted Salary		Budgeted Salary		
11	POSITION TITLE	Annual Full Time Salary for FTE	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	7/1/24-6/30/28
12	Resident Services Supervisor	\$91,798	0.125	\$11,475	0.125	\$11,930	0.1250	\$12,403	0.1250	\$12,894	\$48,701
13	Service Coordinator	\$68,917	0.400	\$27,567	0.390	\$27,950	0.3800	\$28,326	0.3700	\$28,684	\$112,527
14											
15											
16											
17											
18											
19											
20											
21											
22	TOTALS	\$160,715	0.525	\$39,041	0.515	\$39,880	0.505	\$40,729	0.495	\$41,578	\$161,228
23											
24											
25	EMPLOYEE FRINGE BENEFITS		35%	\$13,664	35%	\$13,958	35%	\$14,255	35%	\$14,552	\$56,430
26											
27											
28	TOTAL DAS SALARIES & BENEFITS			\$52,706		\$53,837		\$54,984		\$56,130	\$217,657
29											
30	DEVELOPER MATCH POSITION TITLE										
31	Resident Services Supervisor	\$91,798	0.125	\$11,475	0.125	\$11,930	0.125	\$12,403	0.125	\$12,894	\$48,701
32	Service Coordinator	\$68,917	0.600	\$41,350	0.610	\$43,717	0.620	\$46,216	0.630	\$48,840	\$180,123
33											
34											
35											
36											
37	TOTALS	\$160,715	0.725	\$52,825	0.735	\$55,646	0.745	\$58,619	0.755	\$61,734	\$228,824
38											
39	EMPLOYEE FRINGE BENEFITS		35%	\$18,489	35%	\$19,476	35%	\$20,517	35%	\$21,607	\$80,088
40											
41	TOTAL DEVELOPER SALARIES & BENEFITS			\$71,313		\$75,122		\$79,136		\$83,341	\$308,913
42	TOTAL SALARIES & BENEFITS		1.250	\$124,019	1.250	\$128,960	1.250	\$134,119	1.250	\$139,472	\$526,570
43											
44	HSA #2										

Appendix A – Services to be Provided
Bridge Housing Corporation
RAD Housing Support Services at Mission Dolores
(1855 15th Street)
July 1, 2024 through June 30, 2028

I. Purpose

The Rental Assistance Demonstration (RAD) Program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 to 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.
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City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive 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, 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	Bridge Housing Corporation
Health and Wellness Services	Any service that supports and/or promotes tenants' health and well-being (i.e. Adult Day Health, nutrition programs, free health screenings, DAS services, etc.).
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 sex

	assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender nonbinary.
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.
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Older Adult	Person who is 60 years or older, used interchangeably with "senior."
RAD	Rental Assistance Demonstration
Senior	Person who is 60 years or older, used interchangeably with "older adult."
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Socially Isolated	Having few social relationships and few people to interact with regularly.
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III. Target Population

This program is designed to serve all ethnicities and populations in Grantee's RAD converted housing units, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, clients must be:

- An older adult, aged 60 years or over *or*
- An adult with a disability, aged 18-59 *and*
- Residing in housing units at the locations indicated below

V. Location and Time of Services

Services will be provided at 1855 15th Street, Monday through Friday, during regular office hours of 8:30 a.m. to 5:00 p.m., excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open-house events, and emails (as available).
 - ii. Service Connection
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention, and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
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 - f. Assist tenants in identifying and accessing community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.

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 - c. Conduct direct outreach to all tenants who are experiencing safety concerns or lease/house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenancies resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
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- a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS|OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS|OCP. Grantee will share the survey results with DAS|OCP by March 15th each grant year, or on a mutually agreed-upon date between DAS|OCP and Grantee.
 5. Grantee will hire, train, and supervise .74 (leveraged and/or grant-funded) to provide services.
 6. Grantee will ensure adequate and culturally-competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS|OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.
 10. Grantee is a mandated reporter for witnessed or suspected elder abuse/neglect. Mandated reporter training is required annually for all program staff.
 11. Grantee will communicate and collaborate regularly with DAS to help provide logistical and operational support to the program, to provide quality services to tenants, and to strategize program direction and services provision.

VII. Service Objectives

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

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- Grantee will provide tenants with a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health- and wellness-related, and 65% all other.
- All (100%) of households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.
- Grantee will provide services to 100% of unduplicated tenants annually. Services can be individual services, community activities, and/or outreach.

VIII. Outcome Objectives

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

- Tenants will feel connected to and involved with their tenant/resident community. At least 50% of unduplicated residents participating in the annual survey will feel “strongly” or “very strongly” about being connected to and involved with their tenant/resident community.
 - Grantee will use the following standardized question: How strongly do you feel connected to and involved with the tenant/resident community at [site]? The options to answer should be “very strongly,” “strongly,” “somewhat,” and “not at all.”
- Tenants will have better access to resources improving their health and wellness. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness.
 - Grantee will use the following standardized question: Do you have better access to resources that increase your health and wellness? The options to answer should be “highly agree,” “agree,” “neutral,” “disagree,” and “highly disagree.”
- Tenants will have stable housing. At least 95% of households will have obtained and/or maintained reliable, secure, and stable housing that meets the needs of individuals and households.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers into the grantee’s

database, using a DAS|OCP-approved intake form.

2. Annual and monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
 - a. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII (Outcome Objectives). This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th day of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants to whom services were provided annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected to and involved with their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have obtained and/or maintained stable housing.
 - b. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII (Service Objectives). Grantee will enter the monthly metrics in the CARBON database by the 15th day of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed-upon date between DAS|OCP and the Grantee.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The Grantee will maintain evidence of staff completion of these trainings.
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10. Grantee will develop a grievance policy consistent with DAS|OCP policy memorandum.

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Principal Contract Manager, Office of Contract Management
Human Services Agency

or

Rosemarie Tocchini
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Program Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates; backup documentation for the units of service and all reporting; progress of service and outcome objectives; the methods by which participant records are collected and maintained; reporting performance; maintenance of service unit logs; agency and organization standards, including a current organizational chart and evidence of provision of annual training to staff in Elder Abuse Prevention and Reporting and Security Awareness; review of program operation, including a review of a written policies-and-procedures manual of all OCP-funded programs; written project income policies if applicable; grievance procedure (must be posted in the center/office and distributed to those consumers who are homebound); site chart with current hours of operation; a board of director list; whether services are provided

appropriately according to sections VII (Service Objectives) and VIII (Outcome Objectives); logs of service units based on hours of scheduled activities; sign-in sheets of consumers participating in each activity; and documentation showing the reported units of service are based on scheduled activities at the site.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, the quarterly balance sheet, the 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 the Personnel Manual, the Emergency Operations Plan, compliance with the Americans with Disabilities Act, subcontracts, 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						
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Grantee Name:			Grant Term:		
6	BRIDGE Housing Corp			July 1, 2024 - June 30, 2028		
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: Mission Dolores (15th St) RAD Supportive Services					
10	Budget Reference Page No.(s)					TOTAL
11	Program Term	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
12	DAS Expenditures					
13	Salaries & Benefits	\$71,150	\$73,410	\$74,820	\$76,345	\$295,724
14	Operating Expense	\$322	\$207	\$269	\$246	\$1,044
15	Capital Expenditure					\$0
16	Subtotal	\$71,472	\$73,617	\$75,089	\$76,591	\$296,768
17	Indirect Percentage (%) (max. 15%)	15%	15%	15%	15%	
18	Indirect Cost (Line 16 X Line 17)	\$10,721	\$11,042	\$11,263	\$11,489	\$44,515
19	Total DAS Expenditures	\$82,193	\$84,659	\$86,352	\$88,079	\$341,283
20	Developer Match Expenditures					
21	Salaries & Benefits	\$79,430	\$83,314	\$88,032	\$92,996	\$343,773
22	Operating Expense	\$12,273	\$12,388	\$12,326	\$12,349	\$49,334
23	Capital Expenditure	\$0	\$0	\$0	\$0	\$0
24	Subtotal	\$91,703	\$95,702	\$100,357	\$105,345	\$393,107
25	Indirect Percentage (%)	15%	15%	15%	15%	
26	Indirect Cost (Line 16 X Line 17)	\$13,755	\$14,355	\$15,054	\$15,802	\$58,966
27	Total Developer Expenditures	\$105,458	\$110,057	\$115,411	\$121,147	\$452,073
28						
29	Total DAS and Developer Expenditures	\$187,651	\$194,716	\$201,763	\$209,226	\$793,356
30	DAS Revenues					
31	Local General Fund	\$82,193	\$84,659	\$86,352	\$88,079	\$341,283
32						
33						
34						
35						
36						
37						
38						
39	TOTAL DAS REVENUES	\$82,193	\$84,659	\$86,352	\$88,079	\$341,283
40	Developer Revenues					
41	Developer Match Funds	\$105,458	\$110,057	\$115,411	\$121,147	\$452,073
42						
43						
44						
45	Total Developer Revenues	\$105,458	\$110,057	\$115,411	\$121,147	\$452,073
46	Total Revenues	\$187,651	\$194,716	\$201,763	\$209,226	\$793,356
47	Full Time Equivalent (FTE)					
49	Prepared by:	Telephone No.			Date:	
50	HSA-CO Review Signature:	_____				
51	HSA #1					

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4	Grantee Name: BRIDGE Housing Corp										
5	Program Name: Mission Dolores (15th St) RAD Supportive Services										
6											
7											
8	Salaries & Benefits Detail										
9	DAS SALARIES & BENEFITS										
10			7/1/24-6/30/25		7/1/25-6/30/26		7/1/26-6/30/27		7/1/27-6/30/28		TOTAL
			Budgeted Salary		Budgeted Salary		Budgeted Salary		Budgeted Salary		
11	POSITION TITLE	Annual Full Time Salary for FTE	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	7/1/24-6/30/28
12	Service Coordinator	\$76,663	0.460	\$35,265	0.454	\$36,206	0.4410	\$36,576	0.4285	\$36,961	\$145,008
13	Service Coordinator	\$69,757	0.250	\$17,439	0.250	\$18,172	0.2500	\$18,846	0.2500	\$19,591	\$74,047
14											
15											
16											
17											
18											
19											
20											
21											
22	TOTALS	\$146,420	0.710	\$52,704	0.704	\$54,378	0.691	\$55,422	0.679	\$56,552	\$219,055
23											
24											
25	EMPLOYEE FRINGE BENEFITS		35%	\$18,446	35%	\$19,032	35%	\$19,398	35%	\$19,793	\$76,669
26											
27											
28	TOTAL DAS SALARIES & BENEFITS			\$71,150		\$73,410		\$74,820		\$76,345	\$295,724
29											
30	DEVELOPER MATCH POSITION TITLE										
31	Service Coordinator	76,663	0.540	\$41,398	0.546	43,543	0.559	46,363	0.572	49,295	\$180,599
32	Gabrielle Sharp/Service Coordinator	69,757	0.250	\$17,439	0.250	18,172	0.250	18,846	0.250	19,591	\$74,047
33											
34											\$0
35											\$0
36											\$0
37	TOTALS	\$146,420	0.790	\$58,837	0.796	\$61,714	0.809	\$65,209	0.822	\$68,886	\$254,646
38											
39	EMPLOYEE FRINGE BENEFITS		35%	\$20,593	35%	\$21,600	35%	\$22,823	35%	\$24,110	\$89,126
40											
41	TOTAL DEVELOPER SALARIES & BENEFITS			\$79,430		\$83,314		\$88,032		\$92,996	\$343,773
42	TOTAL SALARIES & BENEFITS		1.500	\$150,581	1.500	\$156,724	1.500	\$162,851	1.500	\$169,341	\$639,497
43											
44	HSA #2										

Appendix A – Services to be Provided
Bridge Housing Corporation
RAD Housing Support Services at 25 Sanchez Street
July 1, 2024 through June 30, 2028

I. Purpose

The Rental Assistance Demonstration (RAD) Program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 to 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	Human Services Agency's Contracts Administration Reporting and Billing Online (CARBON) system
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive 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, 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	Bridge Housing Corporation
Health and Wellness Services	Any service that supports and/or promotes tenants' health and well-being (i.e. Adult Day Health, nutrition programs, free health screenings, DAS services, etc.).
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 sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender nonbinary.

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, as 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.
MOHCD	Mayor's Office of Housing and Community Development
OCM	Office of Contract Management, San Francisco Human Services Agency
OCP	Office of Community Partnerships, Department of Disability and Aging Services
Older Adult	Person who is 60 years or older, used interchangeably with "senior."
RAD	Rental Assistance Demonstration
Senior	Person who is 60 years or older, used interchangeably with "older adult."
SF-HSA	Human Services Agency of the City and County of San Francisco.
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).

III. Target Population

This program is designed to serve all ethnicities and populations in Grantee's RAD converted housing units, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, clients must be:

- An older adult, aged 60 years or over *or*
- An adult with a disability, aged 18-59 *and*
- Residing in housing units at the locations indicated below

V. Location and Time of Services

Services will be provided at 25 Sanchez Street, Monday through Friday, during regular office hours of 8:30 a.m. to 5:00 a.m., excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open-house events, and emails (as available).
 - ii. Service Connection
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention, and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants in identifying and accessing community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments, and offer assistance in preparing rent payment plans and/or provide

referrals to outside money management services.

- c. Conduct direct outreach to all tenants who are experiencing safety concerns or lease/house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenancies resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement
- a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
- 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS|OCP policy memoranda.
 - 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 - 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS|OCP. Grantee will share the survey results with DAS|OCP by March 15th each grant year, or on a mutually agreed-upon date between DAS|OCP and Grantee.
 - 5. Grantee will hire, train, and supervise .72 (leveraged and/or grant-funded) to provide services.
 - 6. Grantee will ensure adequate and culturally-competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
 - 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 - 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS|OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings as needed.
 - 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.
 - 10. Grantee is a mandated reporter for witnessed or suspected elder abuse/neglect. Mandated reporter training is required annually for all program staff.
 - 11. Grantee will communicate and collaborate regularly with DAS to help provide logistical and operational support to the program, to provide quality services to tenants, and to strategize program direction and services provision.

VII. Service Objectives

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

- Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- Grantee will provide tenants with a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health- and wellness-related, and 65% all other.
- All (100%) of households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.
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 - a. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII (Outcome Objectives). This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th day of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants to whom services were provided annually.
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 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
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8. Grantee will maintain an updated site chart, using the DAS|OCP approved form, with details about the program.
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10. Grantee will develop a grievance policy consistent with DAS|OCP policy memorandum.

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activities; sign-in sheets of consumers participating in each activity; and documentation showing the reported units of service are based on scheduled activities at the site.

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8	If modification, Effective Date of Mod.		No. of Mod.			
9	Program: Sanchez - RAD Supportive Services					
10	Budget Reference Page No.(s)					TOTAL
11	Program Term	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
12	DAS Expenditures					
13	Salaries & Benefits	\$70,666	\$72,965	\$74,293	\$75,606	\$293,530
14	Operating Expense	\$252	\$81	\$214	\$392	\$939
15	Capital Expenditure					\$0
16	Subtotal	\$70,918	\$73,046	\$74,507	\$75,998	\$294,469
17	Indirect Percentage (%) (max. 15%)	15%	15%	15%	15%	
18	Indirect Cost (Line 16 X Line 17)	\$10,638	\$10,957	\$11,176	\$11,400	\$44,170
19	Total DAS Expenditures	\$81,556	\$84,003	\$85,683	\$87,397	\$338,639
20	Developer Match Expenditures					
21	Salaries & Benefits	\$87,254	\$91,209	\$96,374	\$101,799	\$376,636
22	Operating Expense	\$12,409	\$12,580	\$12,447	\$12,269	\$49,703
23	Capital Expenditure	\$0	\$0	\$0	\$0	\$0
24	Subtotal	\$99,663	\$103,789	\$108,820	\$114,067	\$426,339
25	Indirect Percentage (%)	15%	15%	15%	15%	
26	Indirect Cost (Line 16 X Line 17)	\$14,949	\$15,568	\$16,323	\$17,110	\$63,951
27	Total Developer Expenditures	\$114,612	\$119,357	\$125,143	\$131,177	\$490,290
28						
29	Total DAS and Developer Expenditures	\$196,168	\$203,360	\$210,827	\$218,574	\$828,929
30	DAS Revenues					
31	Local General Fund	\$81,556	\$84,003	\$85,683	\$87,397	\$338,639
32						
33						
34						
35						
36						
37						
38						
39	TOTAL DAS REVENUES	\$81,556	\$84,003	\$85,683	\$87,397	\$338,639
40	Developer Revenues					
41	Developer Match Funds	\$114,612	\$119,357	\$125,143	\$131,177	\$490,290
42						
43						
44						
45	Total Developer Revenues	\$114,612	\$119,357	\$125,143	\$131,177	\$490,290
46	Total Revenues	\$196,168	\$203,360	\$210,827	\$218,574	\$828,929
47	Full Time Equivalent (FTE)					
49	Prepared by:	Telephone No.			Date:	
50	HSA-CO Review Signature:	_____				
51	HSA #1					

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4	Grantee Name: BRIDGE Housing Corp										
5	Program Name: Sanchez - RAD Supportive Services										
6											
7											
8	Salaries & Benefits Detail										
9	DAS SALARIES & BENEFITS										
10			7/1/24-6/30/25		7/1/25-6/30/26		7/1/26-6/30/27		7/1/27-6/30/28		TOTAL
			Budgeted Salary		Budgeted Salary		Budgeted Salary		Budgeted Salary		
11	POSITION TITLE	Annual Full Time Salary for FTE	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	7/1/24-6/30/28
12	Resident Services Supervisor	\$91,798	0.125	\$11,475	0.125	\$11,930	0.1250	\$12,403	0.1250	\$12,894	\$48,701
13	Service Coordinator	\$71,079	0.575	\$40,871	0.570	\$42,119	0.555	\$42,630	0.5400	\$43,110	\$168,728
14											
15											
16											
17											
18											
19											
20											
21											
22	TOTALS	\$162,877	0.700	\$52,345	0.695	\$54,048	0.680	\$55,032	0.665	\$56,004	\$217,430
23											
24											
25	EMPLOYEE FRINGE BENEFITS		35%	\$18,321	35%	\$18,917	35%	\$19,261	35%	\$19,601	\$76,100
26											
27											
28	TOTAL DAS SALARIES & BENEFITS			\$70,666		\$72,965		\$74,293		\$75,606	\$293,530
29											
30	DEVELOPER MATCH POSITION TITLE										
31	Resident Services Supervisor	91,798	0.375	\$34,424	0.375	35,789	0.375	37,208	0.375	38,683	\$146,104
32	Service Coordinator	71,079	0.425	\$30,209	0.430	31,774	0.445	34,180	0.460	36,723	\$132,886
33											
34											
35											
36											
37	TOTALS	\$162,877	0.800	\$64,633	0.805	\$67,562	0.820	\$71,388	0.835	\$75,406	\$278,989
38											
39	EMPLOYEE FRINGE BENEFITS		35%	\$22,621	35%	\$23,647	35%	\$24,986	35%	\$26,392	\$97,646
40											
41	TOTAL DEVELOPER SALARIES & BENEFITS			\$87,254		\$91,209		\$96,374		\$101,799	\$376,636
42	TOTAL SALARIES & BENEFITS		1.500	\$157,920	1.500	\$164,174	1.500	\$170,667	1.500	\$177,404	\$670,166
43											
44	HSA #2										

Appendix A – Services to be Provided
Bridge Housing Corporation
RAD Housing Support Services at
255 Woodside Avenue
July 1, 2024 through June 30, 2028

I. Purpose

The Rental Assistance Demonstration (RAD) Program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 to 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	Human Services Agency's Contracts Administration Reporting and Billing Online (CARBON) system
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive 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, 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	Bridge Housing Corporation
Health and Wellness Services	Any service that supports and/or promotes tenants' health and well-being (i.e. Adult Day Health, nutrition programs, free health screenings, DAS services, etc.).
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 sex

	assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender nonbinary.
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, as 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.
MOHCD	Mayor's Office of Housing and Community Development
OCM	Office of Contract Management, San Francisco Human Services Agency
OCP	Office of Community Partnerships, Department of Disability and Aging Services
Older Adult	Person who is 60 years or older, used interchangeably with "senior."
RAD	Rental Assistance Demonstration
Senior	Person who is 60 years or older, used interchangeably with "older adult."
SF-HSA	Human Services Agency of the City and County of San Francisco.
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).

III. Target Population

This program is designed to serve all ethnicities and populations in Grantee's RAD converted housing units, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, clients must be:

- An older adult, aged 60 years or over *or*
- An adult with a disability, aged 18-59 *and*
- Residing in housing units at the locations indicated below

V. Location and Time of Services

Services will be provided at 255 Woodside Ave, San Francisco, CA, 94127, Monday through Friday, during regular office hours of 8:30 a.m. to 5:00 p.m., excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open-house events, and emails (as available).
 - ii. Service Connection
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention, and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants in identifying and accessing community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.

- b. Conduct direct outreach to all tenants who become delinquent in rent payments, and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns or lease/house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenancies resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement
- a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS|OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS|OCP. Grantee will share the survey results with DAS|OCP by March 15th each grant year, or on a mutually agreed-upon date between DAS|OCP and Grantee.
 5. Grantee will hire, train, and supervise .85 (leveraged and/or grant-funded) to provide services.
 6. Grantee will ensure adequate and culturally-competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS|OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.
 10. Grantee is a mandated reporter for witnessed or suspected elder abuse/neglect. Mandated reporter training is required annually for all program staff.
 11. Grantee will communicate and collaborate regularly with DAS to help provide logistical and operational support to the program, to provide quality services to tenants, and to strategize program direction and services provision.

VII. Service Objectives

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

- Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- Grantee will provide tenants with a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health- and wellness-related, and 65% all other.
- All (100%) of households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.
- Grantee will provide services to 100% of unduplicated tenants annually. Services can be individual services, community activities, and/or outreach.

VIII. Outcome Objectives

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

- Tenants will feel connected to and involved with their tenant/resident community. At least 50% of unduplicated residents participating in the annual survey will feel “strongly” or “very strongly” about being connected to and involved with their tenant/resident community.
 - Grantee will use the following standardized question: How strongly do you feel connected to and involved with the tenant/resident community at [site]? The options to answer should be “very strongly,” “strongly,” “somewhat,” and “not at all.”
- Tenants will have better access to resources improving their health and wellness. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness.
 - Grantee will use the following standardized question: Do you have better access to resources that increase your health and wellness? The options to answer should be “highly agree,” “agree,” “neutral,” “disagree,” and “highly disagree.”
- Tenants will have stable housing. At least 95% of households will have obtained and/or maintained reliable, secure, and stable housing that meets the needs of individuals and households.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers into the grantee’s

database, using a DAS|OCP-approved intake form.

2. Annual and monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
 - a. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII (Outcome Objectives). This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th day of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants to whom services were provided annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected to and involved with their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have obtained and/or maintained stable housing.
 - b. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII (Service Objectives). Grantee will enter the monthly metrics in the CARBON database by the 15th day of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed-upon date between DAS|OCP and the Grantee.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The Grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The Grantee must submit the report in CARBON.

6. Grantee will develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10 (June-December data) and July 10 (January-June data).
8. Grantee will maintain an updated site chart, using the DAS|OCP approved form, with details about the program.
9. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable, and will take all reasonable efforts to implement HIPAA requirements.
10. Grantee will develop a grievance policy consistent with DAS|OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio Duenas
Rocio.Duenas@sfgov.org
Principal Contract Manager, Office of Contract Management
Human Services Agency

or

Rosemarie Tocchini
Rosemarie.Tocchini@sfgov.org
Program Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates; backup documentation for the units of service and all reporting; progress of service and outcome objectives; the methods by which participant records are collected and maintained; reporting performance; maintenance of service unit logs; agency and organization standards, including a current organizational chart and evidence of provision of annual training to staff in Elder Abuse Prevention and Reporting and Security Awareness; review of program operation, including a review of a written policies-and-procedures manual of all OCP-funded programs; written project income policies if applicable; grievance procedure (must be posted in the center/office and distributed to those consumers who are homebound); site chart with current hours of operation; a board of director list; whether services are provided

appropriately according to sections VII (Service Objectives) and VIII (Outcome Objectives); logs of service units based on hours of scheduled activities; sign-in sheets of consumers participating in each activity; and documentation showing the reported units of service are based on scheduled activities at the site.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, the quarterly balance sheet, the 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 the Personnel Manual, the Emergency Operations Plan, compliance with the Americans with Disabilities Act, subcontracts, 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						
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Grantee Name:			Grant Term:		
6	BRIDGE Housing Corp			July 1, 2024 - June 30, 2028		
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: Woodside - RAD Supportive Services					
10	Budget Reference Page No.(s)					TOTAL
11	Program Term	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
12	DAS Expenditures					
13	Salaries & Benefits	\$103,373	\$106,422	\$108,483	\$110,751	\$429,030
14	Operating Expense	\$259	\$318	\$393	\$303	\$1,273
15	Capital Expenditure					\$0
16	Subtotal	\$103,632	\$106,740	\$108,876	\$111,054	\$430,303
17	Indirect Percentage (%) (max. 15%)	15%	15%	15%	15%	
18	Indirect Cost (Line 16 X Line 17)	\$15,545	\$16,012	\$16,331	\$16,658	\$64,546
19	Total DAS Expenditures	\$119,177	\$122,753	\$125,208	\$127,712	\$494,850
20	Developer Match Expenditures					
21	Salaries & Benefits	\$64,469	\$68,056	\$72,908	\$77,807	\$283,241
22	Operating Expense	\$11,381	\$11,322	\$11,247	\$11,337	\$45,287
23	Capital Expenditure	\$0	\$0	\$0	\$0	\$0
24	Subtotal	\$75,850	\$79,378	\$84,155	\$89,144	\$328,528
25	Indirect Percentage (%)	15%	15%	15%	15%	
26	Indirect Cost (Line 16 X Line 17)	\$11,378	\$11,907	\$12,623	\$13,372	\$49,279
27	Total Developer Expenditures	\$87,228	\$91,284	\$96,779	\$102,516	\$377,807
28						
29	Total DAS and Developer Expenditures	\$206,405	\$214,038	\$221,986	\$230,228	\$872,657
30	DAS Revenues					
31	Local General Fund	\$119,177	\$122,753	\$125,208	\$127,712	\$494,850
32						
33						
34						
35						
36						
37						
38						
39	TOTAL DAS REVENUES	\$119,177	\$122,753	\$125,208	\$127,712	\$494,850
40	Developer Revenues					
41	Developer Match Funds	\$87,228	\$91,284	\$96,779	\$102,516	\$377,807
42						
43						
44						
45	Total Developer Revenues	\$87,228	\$91,284	\$96,779	\$102,516	\$377,807
46	Total Revenues	\$206,405	\$214,038	\$221,986	\$230,228	\$872,657
47	Full Time Equivalent (FTE)					
49	Prepared by:	Telephone No.			Date:	
50	HSA-CO Review Signature:	_____				
51	HSA #1					

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4	Grantee Name: BRIDGE Housing Corp										
5	Program Name: Woodside - RAD Supportive Services										
6											
7											
8	Salaries & Benefits Detail										
9	DAS SALARIES & BENEFITS										
10			7/1/24-6/30/25		7/1/25-6/30/26		7/1/26-6/30/27		7/1/27-6/30/28		TOTAL
			Budgeted Salary		Budgeted Salary		Budgeted Salary		Budgeted Salary		
11	POSITION TITLE	Annual Full Time Salary for FTE	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	7/1/24-6/30/28
12	Resident Services Supervisor	\$84,060	0.300	\$25,218	0.300	\$26,217	0.300	\$27,255	0.300	\$28,335	\$107,025
13	Service Coordinator	\$73,892	0.695	\$51,355	0.685	\$52,615	0.6650	\$53,103	0.6470	\$53,703	\$210,776
14											
15											
16											
17											
18											
19											
20											
21											
22	TOTALS	\$157,952	0.995	\$76,573	0.985	\$78,831	0.965	\$80,358	0.947	\$82,038	\$317,800
23											
24											
25	EMPLOYEE FRINGE BENEFITS		35%	\$26,801	35%	\$27,591	35%	\$28,125	35%	\$28,713	\$111,230
26											
27											
28	TOTAL DAS SALARIES & BENEFITS			\$103,373		\$106,422		\$108,483		\$110,751	\$429,030
29											
30	DEVELOPER MATCH POSITION TITLE										
31	Resident Services Supervisor	\$84,060	0.300	\$25,218	0.300	\$26,217	0.300	\$27,255	0.300	\$28,335	\$107,025
32	Service Coordinator	\$73,892	0.305	\$22,537	0.315	\$24,195	0.335	\$26,751	0.353	\$29,300	\$102,783
33											
34											
35											
36											
37	TOTALS	\$157,952	0.605	\$47,755	0.615	\$50,412	0.635	\$54,006	0.653	\$57,635	\$209,808
38											
39	EMPLOYEE FRINGE BENEFITS		35%	\$16,714	35%	\$17,644	35%	\$18,902	35%	\$20,172	\$73,433
40											
41	TOTAL DEVELOPER SALARIES & BENEFITS			\$64,469		\$68,056		\$72,908		\$77,807	\$283,241
42	TOTAL SALARIES & BENEFITS		1.600	\$167,843	1.600	\$174,478	1.600	\$181,391	1.600	\$188,559	\$712,271
43											
44	HSA #2										

APPENDIX F - SITE CHART

Date: 3/12/2024**Fiscal Year:****Agency:** Bridge Housing Corporation

2023-24

Contract Mailing Address: 600 California Street, Suite 900, San Francisco, CA 94108**Director:** Susan Neufeld Paul**Phone Number:** 415/321-3526**Program:** Rental Assistance Demonstration Sites - Senior/Disabled Adult**Program Manager:** Evan Krokowski**Phone Number:** 415/321-4056

SITES: Name of Site	Mission Dolores	18th Street	Duboce	Sanchez	Woodside
Address and Zip	1855 15th Street, SF, 94103	3850 18th Street, SF, 94114	462 Duboce, SF, 94117	25 Sanchez, SF, 94114	255 Woodside, SF, 94127
Phone Number	415-872-9455	415-872-9001	415-703-0146	415-522-0203	415-682-7101
Fax Number	415-437-6711	415-252-7976	415-703-0144	415-522-0207	415-682-7107
Neighborhood	Mission/Castro	Mission/Castro	Mission/Castro	Mission/Castro	Mission/Castro
Supervisorial District No.	District 8	District 8	District 8	District 8	District 7
Bus Line #	Bus 14 and 49	Train J	Bus 22 and Train N	Bus 22, Train J, K, L, M, F	Bus 43 and 44, Train K and L
Person in Charge	Melissa Parker	Melissa Parker	Melissa Parker	Melissa Parker	Melissa Parker
Site Manager/Coordinator	Cynthia Rodriguez - Supervisor, Elizabeth Barrios - RSC, Gabrielle Sharp - RSC	Cynthia Rodriguez - Supervisor, George Griffith - RSC, Gabrielle Sharp - RSC	Cynthia Rodriguez - Supervisor, Cecilia Tavares - RSC	Cynthia Rodriguez - Supervisor, Rosemarie Bonifacio - RSC	Elham Fattah - Supervisor, Stella Tu - RSC
Additional Programs Offered at Site	Resident services - Information and referral, advocacy, case management, food distribution, exercise class, programs and activities.	Resident services - Information and referral, advocacy, case management, food distribution, exercise class, programs and activities.	Resident services - Information and referral, advocacy, case management, food distribution, programs and activities,	Resident services - Information and referral, advocacy, case management, food distribution, exercise class, programs and activities.	Resident services - Information and referral, advocacy, case management, food distribution, exercise class, programs and activities.
Business Days	X Mon X Tue X Wed	X Mon X Tue X Wed	X Mon X Tue X Wed	X Mon X Tue X Wed	X Mon X Tue X Wed
	X Thur X Fri Sat Sun	X Thur X Fri Sat Sun	X Thur X Fri Sat Sun	X Thur X Fri Sat Sun	X Thur X Fri Sat Sun
Business Hours	8:30 AM - 5:00 PM	8:30 AM - 5:00 PM	8:30 AM - 5:00 PM	8:30 AM - 5:00 PM	8:30 AM - 5:00 PM
Hours of Scheduled Programming (for DAS - Funded Programs)	M-F 8:30 AM - 5:00 PM	M-F 8:30 AM - 5:00 PM	M-F 8:30 AM - 5:00 PM	M-F 8:30 AM - 5:00 PM	M-F 8:30 AM - 5:00 PM
Total number of Service Days in FY	260	260	260	260	260
Number of Service Days Closed	8	8	8	8	8

**Appendix A – Services to be Provided
Chinatown Community Development Center
RAD Housing Support Services at 227 Bay Street
July 1, 2024 through June 30, 2028**

I. Purpose

The Rental Assistance Demonstration (RAD) Program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 to 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	Human Services Agency's Contracts Administration Reporting and Billing Online (CARBON) system
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive 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, 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	Chinatown Community Development Center
Health and Wellness Services	Any service that supports and/or promotes tenants' health and well-being (i.e. Adult Day Health, nutrition programs, free health screenings, DAS services, etc.).
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 sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual,

	transgender, genderqueer, and gender nonbinary.
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, as 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.
MOHCD	Mayor's Office of Housing and Community Development
OCM	Office of Contract Management, San Francisco Human Services Agency
OCP	Office of Community Partnerships, Department of Disability and Aging Services
Older Adult	Person who is 60 years or older, used interchangeably with "senior."
RAD	Rental Assistance Demonstration
Senior	Person who is 60 years or older, used interchangeably with "older adult."
SF-HSA	Human Services Agency of the City and County of San Francisco.
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).

III. Target Population

This program is designed to serve all ethnicities and populations in Grantee's RAD converted housing units, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, clients must be:

- An older adult, aged 60 years or over *or*
- An adult with a disability, aged 18-59 *and*
- Residing in housing units at the locations indicated below

V. Location and Time of Services

Services will be provided at 227 Bay Street, San Francisco, CA, 94133, Monday through Friday, during regular office hours of 9 a.m. to 5:30 p.m., excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open-house events, and emails (as available).
 - ii. Service Connection
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention, and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants in identifying and accessing community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent

payments, and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.

- c. Conduct direct outreach to all tenants who are experiencing safety concerns or lease/house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenancies resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement
- a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
- 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS|OCP policy memoranda.
 - 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 - 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS|OCP. Grantee will share the survey results with DAS|OCP by March 15th each grant year, or on a mutually agreed-upon date between DAS|OCP and Grantee.
 - 5. Grantee will hire, train, and supervise .56 (leveraged and/or grant-funded) to provide services.
 - 6. Grantee will ensure adequate and culturally-competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
 - 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 - 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS|OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings as needed.
 - 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.
 - 10. Grantee is a mandated reporter for witnessed or suspected elder abuse/neglect. Mandated reporter training is required annually for all program staff.
 - 11. Grantee will communicate and collaborate regularly with DAS to help provide logistical and operational support to the program, to provide quality services to tenants, and to strategize program direction and services provision.

VII. Service Objectives

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

- Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- Grantee will provide tenants with a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health- and wellness-related, and 65% all other.
- All (100%) of households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.
- Grantee will provide services to 100% of unduplicated tenants annually. Services can be individual services, community activities, and/or outreach.

VIII. Outcome Objectives

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

- Tenants will feel connected to and involved with their tenant/resident community. At least 50% of unduplicated residents participating in the annual survey will feel “strongly” or “very strongly” about being connected to and involved with their tenant/resident community.
 - Grantee will use the following standardized question: How strongly do you feel connected to and involved with the tenant/resident community at [site]? The options to answer should be “very strongly,” “strongly,” “somewhat,” and “not at all.”
- Tenants will have better access to resources improving their health and wellness. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness.
 - Grantee will use the following standardized question: Do you have better access to resources that increase your health and wellness? The options to answer should be “highly agree,” “agree,” “neutral,” “disagree,” and “highly disagree.”
- Tenants will have stable housing. At least 95% of households will have obtained and/or maintained reliable, secure, and stable housing that meets the needs of individuals and households.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers into the grantee’s database, using a DAS|OCP-approved intake form.

2. Annual and monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
 - a. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII (Outcome Objectives). This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th day of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants to whom services were provided annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected to and involved with their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have obtained and/or maintained stable housing.
 - b. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII (Service Objectives). Grantee will enter the monthly metrics in the CARBON database by the 15th day of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed-upon date between DAS|OCP and the Grantee.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The Grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The Grantee must submit the report in CARBON.
6. Grantee will develop and deliver ad hoc reports as requested by SF-HSA, DAS, and

OCP.

7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10 (June-December data) and July 10 (January-June data).
8. Grantee will maintain an updated site chart, using the DAS|OCP approved form, with details about the program.
9. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable, and will take all reasonable efforts to implement HIPAA requirements.
10. Grantee will develop a grievance policy consistent with DAS|OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio Duenas
Rocio.Duenas@sfgov.org
Principal Contract Manager, Office of Contract Management
Human Services Agency

or

Rosemarie Tocchini
Rosemarie.Tocchini@sfgov.org
Program Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates; backup documentation for the units of service and all reporting; progress of service and outcome objectives; the methods by which participant records are collected and maintained; reporting performance; maintenance of service unit logs; agency and organization standards, including a current organizational chart and evidence of provision of annual training to staff in Elder Abuse Prevention and Reporting and Security Awareness; review of program operation, including a review of a written policies-and-procedures manual of all OCP-funded programs; written project income policies if applicable; grievance procedure (must be posted in the center/office and distributed to those consumers who are homebound); site chart with current hours of operation; a board of director list; whether services are provided appropriately according to sections VII (Service Objectives) and VIII

(Outcome Objectives); logs of service units based on hours of scheduled activities; sign-in sheets of consumers participating in each activity; and documentation showing the reported units of service are based on scheduled activities at the site.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, the quarterly balance sheet, the 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 the Personnel Manual, the Emergency Operations Plan, compliance with the Americans with Disabilities Act, subcontracts, MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY BY PROGRAM

Grantee Name: Chinatown Community Development Center		Grant Term: July 1, 2024 - June 30, 2028			
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>					
If modification, Effective Date of Mod. _____ No. of Mod. _____					
Program: RAD Senior & Disabled/Chinatown (227 Bay Street)					
Budget Reference Page No.(s)					TOTAL
Program Term	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
DAS Expenditures					
Salaries & Benefits	\$51,986	\$54,065	\$56,228	\$58,477	\$220,756
Operating Expense	\$3,418	\$3,001	\$1,980	\$895	\$9,293
Capital Expenditure					\$0
Subtotal	\$55,404	\$57,066	\$58,208	\$59,372	\$230,050
Indirect Percentage (%) (max. 15%)	15%	15%	15%	15%	15%
Indirect Cost (Line 16 X Line 17)	\$8,311	\$8,560	\$8,731	\$8,906	\$34,507
Total DAS Expenditures	\$63,715	\$65,626	\$66,939	\$68,278	\$264,558
Developer Match Expenditures					
Salaries & Benefits	\$113,637	\$113,637	\$113,637	\$113,637	\$454,547
Operating Expense	\$24,200	\$24,200	\$24,200	\$24,200	\$96,800
Capital Expenditure	\$0	\$0	\$0	\$0	\$0
Subtotal	\$137,837	\$137,837	\$137,837	\$137,837	\$551,347
Indirect Percentage (%)	15%	15%	15%	15%	15%
Indirect Cost (Line 16 X Line 17)	\$20,676	\$20,676	\$20,675	\$20,676	\$82,702
Total Developer Expenditures	\$158,512	\$158,512	\$158,512	\$158,512	\$634,049
Total DAS and Developer Expenditures	\$222,227	\$224,138	\$225,451	\$226,790	\$898,606
DAS Revenues					
Local General Fund	\$63,715	\$65,626	\$66,939	\$68,278	\$264,558
TOTAL DAS REVENUES	\$63,715	\$65,626	\$66,939	\$68,278	\$264,558
Developer Revenues					
Developer Match Funds	\$158,512	\$158,512	\$158,512	\$158,512	\$634,049
Total Developer Revenues	\$158,512	\$158,512	\$158,512	\$158,512	\$634,049
Total Revenues	\$222,227	\$224,138	\$225,451	\$226,790	\$898,606
Full Time Equivalent (FTE)					
Prepared by: Wai Ching Kwan	Telephone No. 415-984-1459			Date: 3/4/2024	
HSA-CO Review Signature:	_____				
HSA #1					

Grantee Name: Chinatown Community Development Center
Program Name: RAD Senior & Disabled/Chinatown (227 Bay Street)

Salaries & Benefits Detail

DAS SALARIES & BENEFITS

POSITION TITLE	Annual Full Time Salary for FTE	7/1/24-6/30/25		7/1/25-6/30/26		7/1/26-6/30/27		7/1/27-6/30/28		TOTAL 7/1/24-6/30/28
		FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	
RS Supervisor & Program Associate	\$80,990	0.01	\$810	0.01	\$842	0.01	\$876	0.01	\$911	\$3,439
Sr Resident Services Coordinator	\$70,499	0.55	\$38,774	0.55	\$40,325	0.55	\$41,938	0.55	\$43,616	\$164,654
TOTALS	\$151,489	0.56	\$39,584	0.56	\$41,168	0.56	\$42,814	0.56	\$44,527	\$168,093
EMPLOYEE FRINGE BENEFITS		31%	\$12,402	31%	\$12,898	31%	\$13,414	31%	\$13,950	\$52,663
TOTAL DAS SALARIES & BENEFITS			\$51,986		\$54,065		\$56,228		\$58,477	\$220,756

DEVELOPER MATCH POSITION TITLE										
Sr. Resident Services Coordinator	\$70,499	0.45	\$31,724	0.45	\$32,993	0.45	\$34,313	0.45	\$35,686	\$134,717
Intensive Case Manager	\$72,532	0.40	\$29,013	0.40	\$30,173	0.40	\$31,380	0.40	\$32,635	\$123,202
RS Supervisor & Program Associate	\$80,990	0.10	\$8,099	0.10	\$8,423	0.10	\$8,760	0.10	\$9,110	\$34,392
RS Manager	\$94,100	0.01	\$941	0.01	\$979	0.01	\$1,018	0.00	\$0	\$2,937
Associate Director of RS	\$132,396	0.05	\$6,620	0.05	\$6,885	0.05	\$6,804	0.03	\$4,674	\$24,983
Director of RS	\$139,040	0.03	\$4,171	0.02	\$2,986	0.00	\$0	0.00	\$0	\$7,157
Clinical Director	\$131,047	0.03	\$3,931	0.03	\$4,089	0.03	\$4,252	0.03	\$4,422	\$16,695
Deputy Director	\$202,800	0.01	\$2,028	0.00	\$0	0.00	\$0	0.00	\$0	\$2,028
TOTALS	\$923,404	1.08	\$86,528	1.06	\$86,528	1.04	\$86,527	1.01	\$86,528	\$346,111
EMPLOYEE FRINGE BENEFITS		0.3133	\$27,109	0.3133	\$27,109	0.3133	\$27,109	0.3133	\$27,109	\$108,436
TOTAL DEVELOPER SALARIES & BENEFITS			\$113,637		\$113,637		\$113,637		\$113,637	\$454,547
TOTAL SALARIES & BENEFITS		1.64	\$165,623	1.621	\$167,702	1.598	\$169,864	1.571	\$172,114	\$675,303

HSA #2

Grantee Name: Chinatown Community Development Center
Program Name: RAD Senior & Disabled/Chinatown (227 Bay Street)

Operating Expense Detail

<u>DAS EXPENDITURE CATEGORY</u>	<u>TERM</u>	<u>7/1/24-6/30/25</u>	<u>7/1/25-6/30/26</u>	<u>7/1/26-6/30/27</u>	<u>7/1/27-6/30/28</u>	<u>TOTAL</u> <u>7/1/24-6/30/28</u>
Rental of Property						
Utilities(Elec, Water, Gas, Garbage)						
Telecommunications (internet, telephone, cell)		\$500	\$500	\$500	\$100	\$1,600
Office Supplies, Postage		\$200	\$200	\$200	\$50	\$650
Building Maintenance and Repair						
Printing and Reproduction						
Insurance						
Staff Training						
Staff Travel (Local & Out of Town)		\$50	\$50	\$50	\$50	\$200
Rental of Equipment						
<u>CONSULTANTS</u>						
Consultant A						
<u>OTHER</u>						
Tenant Activities		\$2,668	\$2,251	\$1,230	\$695	\$6,843
TOTAL DAS OPERATING EXPENSE		\$3,418	\$3,001	\$1,980	\$895	\$9,293
<u>DEVELOPER MATCH OPERATING EXPENSE</u>						
Job Recruitment		\$200	\$200	\$200	\$200	\$800
Rental of Property		\$1,200	\$1,200	\$1,200	\$1,200	\$4,800
Utilities(Elec, Water, Gas, Garbage)		\$200	\$200	\$200	\$200	\$800
Telecommunications (internet, telephone, cell)		\$2,000	\$2,000	\$2,000	\$2,000	\$8,000
Office Supplies, Postage		\$2,000	\$2,000	\$2,000	\$2,000	\$8,000
Building Maintenance and Repair		\$400	\$400	\$400	\$400	\$1,600
Printing and Reproduction		\$200	\$200	\$200	\$200	\$800
Insurance		\$100	\$100	\$100	\$100	\$400
Staff Training		\$800	\$800	\$800	\$800	\$3,200
Staff Travel (Local & Out of Town)		\$800	\$800	\$800	\$800	\$3,200
Rental of Equipment		\$200	\$200	\$200	\$200	\$800
Consultant		\$200	\$200	\$200	\$200	\$800
Tenant Activities		\$12,000	\$12,000	\$12,000	\$12,000	\$48,000
Translation Services		\$500	\$500	\$500	\$500	\$2,000
Computer Subscriptions		\$400	\$400	\$400	\$400	\$1,600
Computer supplies & equipment		\$2,000	\$2,000	\$2,000	\$2,000	\$8,000
Meeting Expenses		\$800	\$800	\$800	\$800	\$3,200
Honorarium		\$200	\$200	\$200	\$200	\$800
TOTAL DEVELOPER OPERATING EXPENSE		\$24,200	\$24,200	\$24,200	\$24,200	\$96,800
TOTAL OPERATING EXPENSE		\$27,618	\$27,201	\$26,180	\$25,095	\$106,093
HSA #3						

**Appendix A – Services to be Provided
Chinatown Community Development Center
RAD Housing Support Services at
990 Pacific Avenue
July 1, 2024 through June 30, 2028**

I. Purpose

The Rental Assistance Demonstration (RAD) Program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

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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 sex

	assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender nonbinary.
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III. Target Population

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- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, clients must be:

- An older adult, aged 60 years or over *or*
- An adult with a disability, aged 18-59 *and*
- Residing in housing units at the locations indicated below

V. Location and Time of Services

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1. Grantee will provide four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open-house events, and emails (as available).
 - ii. Service Connection
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention, and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants in identifying and accessing community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.

- b. Conduct direct outreach to all tenants who become delinquent in rent payments, and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns or lease/house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenancies resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement
- a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS|OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS|OCP. Grantee will share the survey results with DAS|OCP by March 15th each grant year, or on a mutually agreed-upon date between DAS|OCP and Grantee.
 5. Grantee will hire, train, and supervise .69 (leveraged and/or grant-funded) to provide services.
 6. Grantee will ensure adequate and culturally-competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS|OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.
 10. Grantee is a mandated reporter for witnessed or suspected elder abuse/neglect. Mandated reporter training is required annually for all program staff.
 11. Grantee will communicate and collaborate regularly with DAS to help provide logistical and operational support to the program, to provide quality services to tenants, and to strategize program direction and services provision.

VII. Service Objectives

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

- Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- Grantee will provide tenants with a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health- and wellness-related, and 65% all other.
- All (100%) of households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.
- Grantee will provide services to 100% of unduplicated tenants annually. Services can be individual services, community activities, and/or outreach.

VIII. Outcome Objectives

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

- Tenants will feel connected to and involved with their tenant/resident community. At least 50% of unduplicated residents participating in the annual survey will feel “strongly” or “very strongly” about being connected to and involved with their tenant/resident community.
 - Grantee will use the following standardized question: How strongly do you feel connected to and involved with the tenant/resident community at [site]? The options to answer should be “very strongly,” “strongly,” “somewhat,” and “not at all.”
- Tenants will have better access to resources improving their health and wellness. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness.
 - Grantee will use the following standardized question: Do you have better access to resources that increase your health and wellness? The options to answer should be “highly agree,” “agree,” “neutral,” “disagree,” and “highly disagree.”
- Tenants will have stable housing. At least 95% of households will have obtained and/or maintained reliable, secure, and stable housing that meets the needs of individuals and households.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers into the grantee’s

database, using a DAS|OCP-approved intake form.

2. Annual and monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
 - a. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII (Outcome Objectives). This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th day of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants to whom services were provided annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected to and involved with their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have obtained and/or maintained stable housing.
 - b. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII (Service Objectives). Grantee will enter the monthly metrics in the CARBON database by the 15th day of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed-upon date between DAS|OCP and the Grantee.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The Grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The Grantee must submit the report in CARBON.

6. Grantee will develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10 (June-December data) and July 10 (January-June data).
8. Grantee will maintain an updated site chart, using the DAS|OCP approved form, with details about the program.
9. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable, and will take all reasonable efforts to implement HIPAA requirements.
10. Grantee will develop a grievance policy consistent with DAS|OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio Duenas
Rocio.Duenas@sfgov.org
Principal Contract Manager, Office of Contract Management
Human Services Agency

or

Rosemarie Tocchini
Rosemarie.Tocchini@sfgov.org
Program Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates; backup documentation for the units of service and all reporting; progress of service and outcome objectives; the methods by which participant records are collected and maintained; reporting performance; maintenance of service unit logs; agency and organization standards, including a current organizational chart and evidence of provision of annual training to staff in Elder Abuse Prevention and Reporting and Security Awareness; review of program operation, including a review of a written policies-and-procedures manual of all OCP-funded programs; written project income policies if applicable; grievance procedure (must be posted in the center/office and distributed to those consumers who are homebound); site chart with current hours of operation; a board of director list; whether services are provided

appropriately according to sections VII (Service Objectives) and VIII (Outcome Objectives); logs of service units based on hours of scheduled activities; sign-in sheets of consumers participating in each activity; and documentation showing the reported units of service are based on scheduled activities at the site.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, the quarterly balance sheet, the 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 the Personnel Manual, the Emergency Operations Plan, compliance with the Americans with Disabilities Act, subcontracts, MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY
BY PROGRAM**

Grantee Name: Chinatown Community Development Center	Grant Term: July 1, 2024 - June 30, 2028
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(Check One) New Renewal Modification

If modification, Effective Date of Mod. No. of Mod.

Program: RAD Senior & Disabled/Chinatown (990 Pacific Avenue)					
Budget Reference Page No.(s)	TOTAL				
Program Term	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
DAS Expenditures					
Salaries & Benefits	\$60,344	\$62,758	\$65,269	\$67,235	\$255,606
Operating Expense	\$14,182	\$14,004	\$13,029	\$12,628	\$53,843
Capital Expenditure					\$0
Subtotal	\$74,526	\$76,762	\$78,297	\$79,863	\$309,449
Indirect Percentage (%) (max. 15%)	15%	15%	15%	15%	15%
Indirect Cost (Line 16 X Line 17)	\$11,179	\$11,514	\$11,745	\$11,979	\$46,417
Total DAS Expenditures	\$85,705	\$88,276	\$90,042	\$91,843	\$355,866
Developer Match Expenditures					
Salaries & Benefits	\$177,917	\$177,917	\$177,917	\$177,917	\$711,668
Operating Expense	\$43,513	\$43,513	\$43,513	\$43,513	\$174,054
Capital Expenditure	\$0	\$0	\$0	\$0	\$0
Subtotal	\$221,430	\$221,431	\$221,431	\$221,430	\$885,722
Indirect Percentage (%)	15%	15%	15%	15%	15%
Indirect Cost (Line 16 X Line 17)	\$33,215	\$33,215	\$33,215	\$33,215	\$132,858
Total Developer Expenditures	\$254,645	\$254,645	\$254,645	\$254,645	\$1,018,580
Total DAS and Developer Expenditures	\$340,350	\$342,922	\$344,687	\$346,488	\$1,374,447
DAS Revenues					
Local General Fund	\$85,705	\$88,276	\$90,042	\$91,843	\$355,866
TOTAL DAS REVENUES	\$85,705	\$88,276	\$90,042	\$91,843	\$355,866
Developer Revenues					
Developer Match Funds	\$254,645	\$254,645	\$254,645	\$254,645	\$1,018,580
Total Developer Revenues	\$254,645	\$254,645	\$254,645	\$254,645	\$1,018,580
Total Revenues	\$340,350	\$342,922	\$344,687	\$346,488	\$1,374,447
Full Time Equivalent (FTE)					

Prepared by: Wai Ching Kwan Telephone No. 415-984-1459 Date: 3/4/2024

HSA-CO Review Signature: _____

HSA #1

Grantee Name: Chinatown Community Development Center
Program Name: RAD Senior & Disabled/Chinatown (990 Pacific Avenue)

Salaries & Benefits Detail

DAS SALARIES & BENEFITS

POSITION TITLE	Annual Full Time Salary for FTE (with 4% annual increase)	7/1/24-6/30/25		7/1/25-6/30/26		7/1/26-6/30/27		7/1/27-6/30/28		TOTAL 7/1/24-6/30/28
		FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	
RS Supervisor & Program Associate	\$80,990	0.14	\$11,339	0.14	\$11,792	0.14	\$12,264	0.14	\$12,264	\$47,659
Resident Services Coordinator	\$62,927	0.55	\$34,610	0.55	\$35,995	0.55	\$37,434	0.55	\$38,932	\$146,971
TOTALS	\$143,918	0.69	\$45,949	0.69	\$47,787	0.69	\$49,698	0.69	\$51,196	\$194,629

EMPLOYEE FRINGE BENEFITS	31%	\$14,396	31%	\$14,972	31%	\$15,570	31%	\$16,040	\$60,977
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TOTAL DAS SALARIES & BENEFITS		\$60,344		\$62,758		\$65,269		\$67,235	\$255,606
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DEVELOPER MATCH POSITION TITLE	Annual Full Time Salary for FTE (with 4% annual increase)	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	TOTAL
Resident Services Coordinator	\$62,927	0.45	\$28,317	0.45	\$29,450	0.45	\$30,628	0.45	\$31,853	\$120,249
Intensive Case Manager	\$72,532	0.60	\$43,519	0.60	\$45,260	0.60	\$47,070	0.60	\$48,953	\$184,803
RS Supervisor & Program Associate	\$80,990	0.35	\$28,347	0.35	\$29,480	0.35	\$30,660	0.35	\$31,886	\$120,373
RS Manager	\$94,100	0.04	\$3,764	0.04	\$3,915	0.04	\$4,071	0.03	\$3,302	\$15,052
Associate Director of RS	\$132,396	0.08	\$10,592	0.06	\$7,706	0.04	\$5,728	0.03	\$4,468	\$28,494
Director of RS	\$139,040	0.07	\$9,733	0.07	\$10,122	0.05	\$7,394	0.03	\$4,692	\$31,941
Clinical Director	\$131,047	0.07	\$9,173	0.07	\$9,540	0.07	\$9,922	0.07	\$10,319	\$38,954
Deputy Director	\$202,800	0.01	\$2,028	0.00	\$0	0.00	\$0	0.00	\$0	\$2,028
TOTALS	\$915,833	1.67	\$135,473	1.64	\$135,474	1.60	\$135,473	1.56	\$135,473	\$541,893

EMPLOYEE FRINGE BENEFITS	31%	\$42,444	31%	\$42,444	31%	\$42,444	31%	\$42,444	\$169,775
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TOTAL DEVELOPER SALARIES & BENEFITS		\$177,917		\$177,917		\$177,917		\$177,917	\$711,668
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TOTAL SALARIES & BENEFITS	2.36	\$238,261	2.326	\$240,676	2.289	\$243,186	2.251	\$245,152	\$967,275
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HSA #2

Grantee Name: Chinatown Community Development Center
Program Name: RAD Senior & Disabled/Chinatown (990 Pacific Avenue)

Operating Expense Detail

<u>DAS EXPENDITURE CATEGORY</u>	<u>TERM</u>	<u>7/1/24-6/30/25</u>	<u>7/1/25-6/30/26</u>	<u>7/1/26-6/30/27</u>	<u>7/1/27-6/30/28</u>	<u>TOTAL 7/1/24-6/30/28</u>
Rental of Property						
Utilities(Elec, Water, Gas, Garbage)						
Telecommunications (internet, telephone, cell)		\$1,500	\$1,500	\$1,500	\$1,500	\$6,000
Office Supplies, Postage		\$417	\$417	\$417	\$417	\$1,666
Building Maintenance and Repair						
Printing and Reproduction						
Insurance						
Staff Training						
Staff Travel (Local & Out of Town)		\$150	\$150	\$150	\$150	\$600
Rental of Equipment						
Computer Subscriptions		\$115	\$100	\$100	\$100	\$415
<u>CONSULTANTS</u>						
Consultant A						
<u>OTHER</u>						
Tenant Activities		\$12,000	\$11,837	\$10,862	\$10,462	\$45,161
TOTAL DAS OPERATING EXPENSE		\$14,182	\$14,004	\$13,029	\$12,628	\$53,843
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<u>DEVELOPER MATCH OPERATING EXPENSE</u>						
Job Recruitment		\$400	\$400	\$400	\$400	\$1,600
Rental of Property		\$3,600	\$3,600	\$3,600	\$3,600	\$14,400
Utilities(Elec, Water, Gas, Garbage)		\$400	\$400	\$400	\$400	\$1,600
Telecommunications (internet, telephone, cell)		\$3,200	\$3,200	\$3,200	\$3,200	\$12,800
Office Supplies, Postage		\$3,783	\$3,783	\$3,783	\$3,783	\$15,134
Building Maintenance and Repair		\$800	\$800	\$800	\$800	\$3,200
Printing and Reproduction		\$400	\$400	\$400	\$400	\$1,600
Insurance		\$200	\$200	\$200	\$200	\$800
Staff Training		\$1,200	\$1,200	\$1,200	\$1,200	\$4,800
Staff Travel (Local & Out of Town)		\$1,000	\$1,000	\$1,000	\$1,000	\$4,000
Rental of Equipment		\$400	\$400	\$400	\$400	\$1,600
Consultant		\$800	\$800	\$800	\$800	\$3,200
Tenant Activities		\$19,530	\$19,530	\$19,530	\$19,530	\$78,120
Translation Services		\$1,000	\$1,000	\$1,000	\$1,000	\$4,000
Computer Subscriptions		\$800	\$800	\$800	\$800	\$3,200
Computer supplies & equipment		\$4,000	\$4,000	\$4,000	\$4,000	\$16,000
Meeting Expenses		\$1,600	\$1,600	\$1,600	\$1,600	\$6,400
Honorarium		\$400	\$400	\$400	\$400	\$1,600
TOTAL DEVELOPER OPERATING EXPENSE		\$43,513.44	\$43,513	\$43,513	\$43,513	\$174,054
TOTAL OPERATING EXPENSE		\$57,695.27	\$57,517	\$56,542	\$56,142	\$227,896
HSA #3						

APPENDIX F - SITE CHART		
Human Services Agency, Department of Disability and Aging Services, Office of Community Partnerships		
Date: 3/4/2024		Fiscal Year: 2024-2028
Agency: Chinatown Community Development Center		
Contract Mailing Address: 615 Grant Avenue, San Francisco, CA 94108		
Director: Malcolm Yeung		Phone Number: 415-984-1456
Program: RAD Senior & Disabled/Chinatown - 227 Bay Street & 990 Pacific Avenue		
Program Supervisor: Yinyin Zhu		Phone Number: 415-984-1471
SITES:		
Name of Site	227 Bay Street	990 Pacific Avenue
Address and Zip	227 Bay Street, 94133	990 Pacific Avenue, 94133
Phone Number	415-913-7067	(415)818-4807
Fax Number	415-814-3637	None
Neighborhood	Chinatown /North Beach	Chinatown
Supervisory District No.	D-3	D-3
Bus Line #	8, 45, 30, Central Subway - Rose Pak-Chinatown Station	12, 45, 30, Central Subway - Rose Pak-Chinatown Station
Person in Charge	Yinyin Zhu	Yinyin Zhu
Site Manager/Coordinator	Connie Kwan	Ellie Xu
Additional Programs Offered at Site	Tai Chi from Self-Help for the Elderly, Groceries 4 Seniors bi-weekly food distribution	Tai Chi from Self-Help for the Elderly, Groceries 4 Seniors bi-weekly food distribution
Business Days	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed	<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 checked="" type="checkbox"/> Thurs <input checked="" type="checkbox"/> Fri
	<input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Sat <input type="checkbox"/> Sun
Business Hours	9AM to 5:30PM	9AM to 5:30PM
Hours of Scheduled Programming (for DAS - Funded Programs)	Business Hours and occasional evenings.	Business Hours and occasional evenings.
Total number of Service Days in FY	244	244
Number of Service Days Closed	16	16
Days Closed (list holidays closed)	New Years Day, Martin Luther King, Jr Day, Lunar New Year, Presidents' Day, Cesar Chavez Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Indigenous Peoples' Day, Veterans Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve	New Years Day, Martin Luther King, Jr Day, Lunar New Year, Presidents' Day, Cesar Chavez Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Indigenous Peoples' Day, Veterans Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Appendix A – Services to be Provided
HomeRise
RAD Housing Support Services at
1750 McAllister Street
July 1, 2024 through June 30, 2028

I. Purpose

The Rental Assistance Demonstration (RAD) Program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 to 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	Human Services Agency's Contracts Administration Reporting and Billing Online (CARBON) system
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive 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, 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	HomeRise
Health and Wellness Services	Any service that supports and/or promotes tenants' health and well-being (i.e. Adult Day Health, nutrition programs, free health screenings, DAS services, etc.).
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 sex

	assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender nonbinary.
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, as 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.
MOHCD	Mayor's Office of Housing and Community Development
OCM	Office of Contract Management, San Francisco Human Services Agency
OCP	Office of Community Partnerships, Department of Disability and Aging Services
Older Adult	Person who is 60 years or older, used interchangeably with "senior."
RAD	Rental Assistance Demonstration
Senior	Person who is 60 years or older, used interchangeably with "older adult."
SF-HSA	Human Services Agency of the City and County of San Francisco.
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).

III. Target Population

This program is designed to serve all ethnicities and populations in Grantee's RAD converted housing units, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, clients must be:

- An older adult, aged 60 years or over *or*
- An adult with a disability, aged 18-59 *and*
- Residing in housing units at the locations indicated below

V. Location and Time of Services

Services will be provided at 1750 McAllister Street, San Francisco, CA, 94115, Monday through Friday, during regular office hours of 9:00 a.m. to 5:00 p.m., excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open-house events, and emails (as available).
 - ii. Service Connection
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention, and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants in identifying and accessing community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.

- b. Conduct direct outreach to all tenants who become delinquent in rent payments, and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns or lease/house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenancies resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement
- a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS|OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS|OCP. Grantee will share the survey results with DAS|OCP by March 15th each grant year, or on a mutually agreed-upon date between DAS|OCP and Grantee.
 5. Grantee will hire, train, and supervise .86 FTE (leveraged and/or grant-funded) to provide services.
 6. Grantee will ensure adequate and culturally-competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS|OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.
 10. Grantee is a mandated reporter for witnessed or suspected elder abuse/neglect. Mandated reporter training is required annually for all program staff.
 11. Grantee will communicate and collaborate regularly with DAS to help provide logistical and operational support to the program, to provide quality services to tenants, and to strategize program direction and services provision.

VII. Service Objectives

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

- Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- Grantee will provide tenants with a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health- and wellness-related, and 65% all other.
- All (100%) of households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.
- Grantee will provide services to 100% of unduplicated tenants annually. Services can be individual services, community activities, and/or outreach.

VIII. Outcome Objectives

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

- Tenants will feel connected to and involved with their tenant/resident community. At least 50% of unduplicated residents participating in the annual survey will feel “strongly” or “very strongly” about being connected to and involved with their tenant/resident community.
 - Grantee will use the following standardized question: How strongly do you feel connected to and involved with the tenant/resident community at [site]? The options to answer should be “very strongly,” “strongly,” “somewhat,” and “not at all.”
- Tenants will have better access to resources improving their health and wellness. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness.
 - Grantee will use the following standardized question: Do you have better access to resources that increase your health and wellness? The options to answer should be “highly agree,” “agree,” “neutral,” “disagree,” and “highly disagree.”
- Tenants will have stable housing. At least 95% of households will have obtained and/or maintained reliable, secure, and stable housing that meets the needs of individuals and households.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers into the grantee’s

database, using a DAS|OCP-approved intake form.

2. Annual and monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
 - a. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII (Outcome Objectives). This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th day of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants to whom services were provided annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected to and involved with their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have obtained and/or maintained stable housing.
 - b. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII (Service Objectives). Grantee will enter the monthly metrics in the CARBON database by the 15th day of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed-upon date between DAS|OCP and the Grantee.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The Grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The Grantee must submit the report in CARBON.

6. Grantee will develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10 (June-December data) and July 10 (January-June data).
8. Grantee will maintain an updated site chart, using the DAS|OCP approved form, with details about the program.
9. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable, and will take all reasonable efforts to implement HIPAA requirements.
10. Grantee will develop a grievance policy consistent with DAS|OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio Duenas
Rocio.Duenas@sfgov.org
Principal Contract Manager, Office of Contract Management
Human Services Agency

or

Rosemarie Tocchini
Rosemarie.Tocchini@sfgov.org
Program Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates; backup documentation for the units of service and all reporting; progress of service and outcome objectives; the methods by which participant records are collected and maintained; reporting performance; maintenance of service unit logs; agency and organization standards, including a current organizational chart and evidence of provision of annual training to staff in Elder Abuse Prevention and Reporting and Security Awareness; review of program operation, including a review of a written policies-and-procedures manual of all OCP-funded programs; written project income policies if applicable; grievance procedure (must be posted in the center/office and distributed to those consumers who are homebound); site chart with current hours of operation; a board of director list; whether services are provided

appropriately according to sections VII (Service Objectives) and VIII (Outcome Objectives); logs of service units based on hours of scheduled activities; sign-in sheets of consumers participating in each activity; and documentation showing the reported units of service are based on scheduled activities at the site.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, the quarterly balance sheet, the 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 the Personnel Manual, the Emergency Operations Plan, compliance with the Americans with Disabilities Act, subcontracts, MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

Grantee Name: Homerise (Formerly Community Housing Partnership)
 Program Name: Rental Assistance Demonstration - 1750 McAllister

Salaries & Benefits Detail

DAS SALARIES & BENEFITS

POSITION TITLE	Annual Full Time	7/1/24-6/30/25		7/1/25-6/30/26		7/1/26-6/30/27		7/1/27-6/30/28		TOTAL 7/1/24-6/30/28
		FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	
Residential Services Team Lead	\$67,716	0.63	\$55,962	0.80	\$58,203	0.86	\$59,742	0.86	\$61,311	\$179,256
										\$0
TOTALS	\$237,216	0.63	\$55,962	0.800	\$58,203	0.858	\$59,742	0.858	\$61,311	\$235,218

EMPLOYEE FRINGE BENEFITS	33%	\$18,719	33%	\$18,719	33%	\$18,719	33%	\$18,719	\$74,878
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TOTAL DAS SALARIES & BENEFITS		\$74,682		\$76,922		\$78,461		\$80,030	\$310,096
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DEVELOPER MATCH POSITION TITLE

DEVELOPER MATCH POSITION TITLE	Annual Full Time	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	TOTAL
Residential Services Team Lead	\$67,716	0.370	\$13,637	0.200	\$15,074	0.140	\$13,535	0.140	\$13,431	\$55,677
TOTALS	\$67,716	0.370	\$13,637	0.200	\$15,074	0.140	\$13,535	0.140	\$13,431	\$55,677

EMPLOYEE FRINGE BENEFITS	33%	\$4,562	33%	\$5,042	33%	\$4,527	33%	\$4,493	\$18,624
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TOTAL DEVELOPER SALARIES & BENEFITS		\$18,199		\$20,116		\$18,062		\$17,924	\$74,301
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TOTAL SALARIES & BENEFITS	1.000	\$92,880	1.000	\$97,039	0.998	\$96,524	0.998	\$97,954	\$384,397
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HSA #2

Grantee Name: Homerise (Formerly Community Housing Partnership)
Program Name: Rental Assistance Demonstration - 1750 McAllister

Operating Expense Detail

DAS EXPENDITURE CATEGORY	TERM	7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	7/1/27-6/30/28	TOTAL 7/1/24-6/30/28
Rental of Property						
Utilities(Elec, Water, Gas, Phone, Garbage)						
Office Supplies, Postage						
Building Maintenance and Repair						
Printing and Reproduction						
Insurance						
Staff Training						
Staff Travel (Local & Out of Town)						
Rental of Equipment						
CONSULTANTS						
Consultant A						
Consultant B						
Consultant C						
OTHER						
TOTAL DAS OPERATING EXPENSE		\$0	\$0	\$0	\$0	\$0
DEVELOPER MATCH OPERATING EXPENSE						
Rental of Property		\$1,200	\$1,200	\$1,200	\$1,200	\$4,800
Utilities(Elec, Water, Gas, Phone, Garbage)		\$1,000	\$1,000	\$1,000	\$1,000	\$4,000
Office Supplies, Postage		\$870	\$874	\$875	\$830	\$3,449
Building Maintenance and Repair		\$4,200	\$5,000	\$5,000	\$5,000	\$19,200
Printing and Reproduction		\$736	\$735	\$811	\$730	\$3,012
Insurance		\$500	\$500	\$500	\$500	\$2,000
Staff Training		\$500	\$500	\$500	\$500	\$2,000
Staff Travel (Local & Out of Town)		\$200	\$200	\$200	\$200	\$800
Rental of Equipment		\$1,840	\$1,840	\$1,840	\$1,840	\$7,358
Tenant Activities		\$50,000	\$50,000	\$53,000	\$54,800	\$207,800
TOTAL DEVELOPER OPERATING EXPENSE		\$61,045	\$61,849	\$64,926	\$66,600	\$254,419
TOTAL OPERATING EXPENSE		\$61,045	\$61,849	\$64,926	\$66,600	\$254,419
HSA #3						

Appendix A – Services to be Provided
HomeRise
RAD Housing Support Services at 666 Ellis Street
July 1, 2024 through June 30, 2028

I. Purpose

The Rental Assistance Demonstration (RAD) Program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 to 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	Human Services Agency's Contracts Administration Reporting and Billing Online (CARBON) system
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive 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, 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	HomeRise
Health and Wellness Services	Any service that supports and/or promotes tenants' health and well-being (i.e. Adult Day Health, nutrition programs, free health screenings, DAS services, etc.).
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 sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual,

	transgender, genderqueer, and gender nonbinary.
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, as 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.
MOHCD	Mayor's Office of Housing and Community Development
OCM	Office of Contract Management, San Francisco Human Services Agency
OCP	Office of Community Partnerships, Department of Disability and Aging Services
Older Adult	Person who is 60 years or older, used interchangeably with "senior."
RAD	Rental Assistance Demonstration
Senior	Person who is 60 years or older, used interchangeably with "older adult."
SF-HSA	Human Services Agency of the City and County of San Francisco.
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).

III. Target Population

This program is designed to serve all ethnicities and populations in Grantee's RAD converted housing units, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, clients must be:

- An older adult, aged 60 years or over *or*
- An adult with a disability, aged 18-59 *and*
- Residing in housing units at the locations indicated below

V. Location and Time of Services

Services will be provided at 666 Ellis Street, San Francisco, CA, 94109, Monday through Friday, during regular office hours of 9 a.m. to 5:00 p.m., excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open-house events, and emails (as available).
 - ii. Service Connection
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention, and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants in identifying and accessing community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent

payments, and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.

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- a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
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On an annual basis, Grantee will meet the following service objectives:

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1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers into the grantee’s database, using a DAS|OCP-approved intake form.

2. Annual and monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
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(Outcome Objectives); logs of service units based on hours of scheduled activities; sign-in sheets of consumers participating in each activity; and documentation showing the reported units of service are based on scheduled activities at the site.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, the quarterly balance sheet, the 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 the Personnel Manual, the Emergency Operations Plan, compliance with the Americans with Disabilities Act, subcontracts, MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY
BY PROGRAM**

Grantee Name: Homerise (Formerly Community Housing Partnership)		Grant Term: July 1, 2024 - June 30, 2028			
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>					
If modification, Effective Date of Mod. No. of Mod.					
Program: Rental Assistance Demonstration - 666 Ellis					
Budget Reference Page No.(s)					TOTAL
Program Term	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
DAS Expenditures					
Salaries & Benefits	\$75,535	\$77,801	\$79,356	\$80,944	\$313,637
Operating Expense	\$0	\$0	\$0	\$0	\$0
Capital Expenditure					
Subtotal	\$75,535	\$77,801	\$79,356	\$80,944	\$313,637
Indirect Percentage (%) (max. 15%)	15%	15%	15%	15%	
Indirect Cost (Line 16 X Line 17)	\$11,330	\$11,670	\$11,903	\$12,142	\$47,045
Total DAS Expenditures	\$86,865	\$89,471	\$91,260	\$93,086	\$360,682
Developer Match Expenditures					
Salaries & Benefits	\$17,675	\$17,949	\$18,432	\$18,799	\$72,856
Operating Expense	\$57,943	\$59,876	\$60,980	\$62,202	\$241,000
Capital Expenditure	\$0	\$0	\$0	\$0	\$0
Subtotal	\$75,619	\$77,825	\$79,412	\$81,001	\$313,856
Indirect Percentage (%)	15%	15%	15%	15%	
Indirect Cost (Line 16 X Line 17)	\$10,678	\$10,999	\$11,219	\$11,443	\$44,339
Total Developer Expenditures	\$86,297	\$88,824	\$90,631	\$92,444	\$358,195
Total DAS and Developer Expenditures	\$173,162	\$178,295	\$181,891	\$185,529	\$718,877
DAS Revenues					
Local General Fund	\$86,865	\$89,471	\$91,260	\$93,086	\$360,682
TOTAL DAS REVENUES	\$86,865	\$89,471	\$91,260	\$93,086	\$360,682
Developer Revenues					
Developer Match Funds	\$86,297	\$88,824	\$90,631	\$92,444	\$358,195
Total Developer Revenues	\$86,297	\$88,824	\$90,631	\$92,444	\$358,195
Total Revenues	\$173,162	\$178,295	\$181,891	\$93,086	\$718,877
Full Time Equivalent (FTE)	0.64	0.79	0.85	0.85	
Prepared by: Karen Erickson	Telephone No. 415.225.4959			Date: 5/21/2024	
HSA-CO Review Signature:	_____				
HSA #1					

Grantee Name: Homerise (Formerly Community Housing Partnership)
 Program Name: Rental Assistance Demonstration - 666 Ellis

Salaries & Benefits Detail

DAS SALARIES & BENEFITS		7/1/24-6/30/25		7/1/25-6/30/26		7/1/26-6/30/27		7/1/27-6/30/28		TOTAL 7/1/24-6/30/28
		Budgeted Salary		Budgeted Salary		Budgeted Salary		Budgeted Salary		
POSITION TITLE	Annual Full Time	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	
Resident Services Team Lead	\$67,716	0.64	\$56,602	0.79	\$58,300	0.85	\$59,465	0.85	\$60,655	\$235,022
TOTALS	\$67,716	0.643	\$56,602	0.792	\$58,300	0.850	\$59,465	0.850	\$60,655	\$235,022
EMPLOYEE FRINGE BENEFITS		33%	\$18,933	33%	\$19,501	33%	\$19,891	33%	\$20,289	\$78,615
TOTAL DAS SALARIES & BENEFITS			\$75,535		\$77,801		\$79,356		\$80,944	\$313,637

DEVELOPER MATCH POSITION TITLE		7/1/24-6/30/25		7/1/25-6/30/26		7/1/26-6/30/27		7/1/27-6/30/28		TOTAL 7/1/24-6/30/28
		Budgeted Salary		Budgeted Salary		Budgeted Salary		Budgeted Salary		
POSITION TITLE	Annual Full Time	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	
Resident Services Team Lead	\$67,716	0.357	\$13,245	0.208	\$13,450	0.150	\$13,812	0.150	\$14,087	\$54,594
TOTALS	\$67,716	0.357	\$13,245	0.208	\$13,450	0.150	\$13,812	0.150	\$14,087	\$54,594
EMPLOYEE FRINGE BENEFITS		33%	\$4,430	33%	\$4,499	33%	\$4,620	33%	\$4,712	\$18,262
TOTAL DEVELOPER SALARIES & BENEFITS			\$17,675		\$17,949		\$18,432		\$18,799	\$72,856
TOTAL SALARIES & BENEFITS		1.000	\$93,211	1.000	\$95,750	1.000	\$97,788	1.000	\$99,743	\$386,492

HSA #2

Grantee Name: Homerise (Formerly Community Housing Partnership)
Program Name: Rental Assistance Demonstration - 666 Ellis

Operating Expense Detail

DAS EXPENDITURE CATEGORY	TERM	7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	7/1/27-6/30/28	TOTAL 7/1/24-6/30/28
Rental of Property						
Utilities(Elec, Water, Gas, Phone, Garbage)						
Office Supplies, Postage						
Building Maintenance and Repair						
Printing and Reproduction						
Insurance						
Staff Training						
Staff Travel (Local & Out of Town)						
Rental of Equipment						
Tenant Activities						
CONSULTANTS						
Consultant A						
Consultant B						
Consultant C						
OTHER						
TOTAL DAS OPERATING EXPENSE		\$0	\$0	\$0	\$0	\$0
DEVELOPER MATCH OPERATING EXPENSE						
Rental of Property		\$1,152	\$1,200	\$1,200	\$1,200	\$4,752
Utilities(Elec, Water, Gas, Phone, Garbage)		\$1,537	\$1,540	\$1,537	\$1,537	\$6,150
Office Supplies, Postage		\$870	\$920	\$835	\$837	\$3,462
Building Maintenance and Repair		\$5,000	\$6,319	\$4,300	\$3,500	\$19,119
Printing and Reproduction		\$745	\$745	\$739	\$689	\$2,918
Insurance		\$500	\$500	\$500	\$500	\$2,000
Staff Training		\$500	\$600	\$650	\$500	\$2,250
Staff Travel (Local & Out of Town)		\$200	\$200	\$200	\$200	\$800
Rental of Equipment		\$1,840	\$1,852	\$1,840	\$1,840	\$7,371
		\$45,600	\$46,000	\$49,180	\$51,400	
TOTAL DEVELOPER OPERATING EXPENSE		\$57,943	\$59,876	\$60,980	\$62,202	\$241,000
TOTAL OPERATING EXPENSE		\$57,943	\$59,876	\$60,980	\$62,202	\$241,000
HSA #3						

APPENDIX F - SITE CHART

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

Date: 3/12/2024

Fiscal Year: 23/24

Agency: HomeRise

Contract Mailing Address: HomeRise 251 Post St. Suite 200 San Francisco, CA 94104

Director: Interim Director of Housing Operations; David Basile

Phone Number:

Program: Resident services

Program Manager: Interim Director of Resident Services; Marcel Davis

Phone Number:

SITES: Name of Site	RTA 1750 McAllister	666 Ellis			
Address and Zip	1750 McAllister St., San Francisco, CA 94115	666 Ellis St. San Francisco, CA 94109			
Phone Number	414-962-1600	415-200-0550			
Fax Number					
Neighborhood	North Park Area	Tenderloin			
Supervisorial District No.	District 5	District 5			
Bus Line #	5 5R 22	27 Bryant Bus Line			
Person in Charge	Director of Housing Operations	Director Of Housing Operations			
Site Manager/Coordinator	Bridgette Moore	Karen Martinez			
Additional Programs Offered at Site	Counseling, Community Building, vocations, Financial planing	counseling, community building, vocations, financial planning			
Business Days	<u>Mon</u> <u>Tues</u> <u>Wed</u> <u>Thurs</u> <u>Fri</u> <u>Sat</u> <u>Sun</u>	<u>Mon</u> <u>Tues</u> <u>Weds</u> <u>Thurs</u> <u>Fri</u> <u>Sat</u> <u>Sun</u>	<u>Mon</u> <u>Tues</u> <u>Wed</u> <u>Thurs</u> <u>Fri</u> <u>Sat</u> <u>Sun</u>	<u>Mon</u> <u>Tues</u> <u>Wed</u> <u>Thurs</u> <u>Fri</u> <u>Sat</u> <u>Sun</u>	<u>Mon</u> <u>Tues</u> <u>Wed</u> <u>Thurs</u> <u>Fri</u> <u>Sat</u> <u>Sun</u>
Business Hours	9am to 5pm M-F	9am to 5pm M-F			
Hours of Scheduled Programming (for DAS - Funded Programs)	Varies	Varies			
Total number of Service Days in FY	250	250			
Number of Service Days Closed	12	12			
Days Closed (list holidays closed)	New Years,MLK, President Day, Memorial Day, Juneteeth, 4th of July, Labor Day, Columbus Day,, Veterans Day, Thanksgiving, Christmas EVE, Christmas Day	New Years,MLK, President Day, Memorial Day, Juneteeth, 4th of July, Labor Day, Columbus Day,, Veterans Day, Thanksgiving, Christmas EVE, Christmas Day			
ADA Accessible	<u>XXX YES</u> <u>NO</u>	<u>XXX YES</u> <u>No</u>	<u>Yes</u> <u>No</u>	<u>Yes</u> <u>No</u>	<u>Yes</u> <u>No</u>

Appendix A – Services to be Provided
Mercy Housing
RAD Housing Support Services at 1760 Bush Street
July 1, 2024 through June 30, 2028

I. Purpose

The Rental Assistance Demonstration (RAD) Program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 to 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	Human Services Agency's Contracts Administration Reporting and Billing Online (CARBON) system
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive 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, 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	Mercy Housing
Health and Wellness Services	Any service that supports and/or promotes tenants' health and well-being (i.e. Adult Day Health, nutrition programs, free health screenings, DAS services, etc.).
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 sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual,

	transgender, genderqueer, and gender nonbinary.
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, as 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.
MOHCD	Mayor's Office of Housing and Community Development
OCM	Office of Contract Management, San Francisco Human Services Agency
OCP	Office of Community Partnerships, Department of Disability and Aging Services
Older Adult	Person who is 60 years or older, used interchangeably with "senior."
RAD	Rental Assistance Demonstration
Senior	Person who is 60 years or older, used interchangeably with "older adult."
SF-HSA	Human Services Agency of the City and County of San Francisco.
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).

III. Target Population

This program is designed to serve all ethnicities and populations in Grantee's RAD converted housing units, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, clients must be:

- An older adult, aged 60 years or over *or*
- An adult with a disability, aged 18-59 *and*
- Residing in housing units at the locations indicated below

V. Location and Time of Services

Services will be provided at 1760 Bush Street, San Francisco, CA, 94109, Monday through Friday, during regular office hours of 8:30 a.m. to 5:30 p.m., excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open-house events, and emails (as available).
 - ii. Service Connection
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention, and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants in identifying and accessing community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent

payments, and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.

- c. Conduct direct outreach to all tenants who are experiencing safety concerns or lease/house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenancies resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement
- a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS|OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS|OCP. Grantee will share the survey results with DAS|OCP by March 15th each grant year, or on a mutually agreed-upon date between DAS|OCP and Grantee.
 5. Grantee will hire, train, and supervise .69 FTE (leveraged and/or grant-funded) to provide services.
 6. Grantee will ensure adequate and culturally-competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS|OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.
 10. Grantee is a mandated reporter for witnessed or suspected elder abuse/neglect. Mandated reporter training is required annually for all program staff.
 11. Grantee will communicate and collaborate regularly with DAS to help provide logistical and operational support to the program, to provide quality services to tenants, and to strategize program direction and services provision.

VII. Service Objectives

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

- Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- Grantee will provide tenants with a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health- and wellness-related, and 65% all other.
- All (100%) of households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.
- Grantee will provide services to 100% of unduplicated tenants annually. Services can be individual services, community activities, and/or outreach.

VIII. Outcome Objectives

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

- Tenants will feel connected to and involved with their tenant/resident community. At least 50% of unduplicated residents participating in the annual survey will feel “strongly” or “very strongly” about being connected to and involved with their tenant/resident community.
 - Grantee will use the following standardized question: How strongly do you feel connected to and involved with the tenant/resident community at [site]? The options to answer should be “very strongly,” “strongly,” “somewhat,” and “not at all.”
- Tenants will have better access to resources improving their health and wellness. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness.
 - Grantee will use the following standardized question: Do you have better access to resources that increase your health and wellness? The options to answer should be “highly agree,” “agree,” “neutral,” “disagree,” and “highly disagree.”
- Tenants will have stable housing. At least 95% of households will have obtained and/or maintained reliable, secure, and stable housing that meets the needs of individuals and households.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers into the grantee’s database, using a DAS|OCP-approved intake form.

2. Annual and monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
 - a. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII (Outcome Objectives). This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th day of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants to whom services were provided annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected to and involved with their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have obtained and/or maintained stable housing.
 - b. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII (Service Objectives). Grantee will enter the monthly metrics in the CARBON database by the 15th day of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed-upon date between DAS|OCP and the Grantee.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The Grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The Grantee must submit the report in CARBON.
6. Grantee will develop and deliver ad hoc reports as requested by SF-HSA, DAS, and

OCP.

7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10 (June-December data) and July 10 (January-June data).
8. Grantee will maintain an updated site chart, using the DAS|OCP approved form, with details about the program.
9. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable, and will take all reasonable efforts to implement HIPAA requirements.
10. Grantee will develop a grievance policy consistent with DAS|OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio Duenas
Rocio.Duenas@sfgov.org
Principal Contract Manager, Office of Contract Management
Human Services Agency

or

Rosemarie Tocchini
Rosemarie.Tocchini@sfgov.org
Program Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates; backup documentation for the units of service and all reporting; progress of service and outcome objectives; the methods by which participant records are collected and maintained; reporting performance; maintenance of service unit logs; agency and organization standards, including a current organizational chart and evidence of provision of annual training to staff in Elder Abuse Prevention and Reporting and Security Awareness; review of program operation, including a review of a written policies-and-procedures manual of all OCP-funded programs; written project income policies if applicable; grievance procedure (must be posted in the center/office and distributed to those consumers who are homebound); site chart with current hours of operation; a board of director list; whether services are provided appropriately according to sections VII (Service Objectives) and VIII

(Outcome Objectives); logs of service units based on hours of scheduled activities; sign-in sheets of consumers participating in each activity; and documentation showing the reported units of service are based on scheduled activities at the site.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, the quarterly balance sheet, the 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 the Personnel Manual, the Emergency Operations Plan, compliance with the Americans with Disabilities Act, subcontracts, 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: 5/22/2024
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Grantee Name:			Grant Term:		
6	Mercy Housing California			July 1, 2024 - June 30, 2028		
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: 1760 Bush (RAD Seniors)					
10	Budget Reference Page No.(s)					TOTAL
11	Program Term	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
12	DAS Expenditures					
13	Salaries & Benefits	\$65,472	\$67,436	\$68,785	\$70,161	\$271,854
14	Operating Expense	\$34,603	\$35,641	\$36,353	\$37,081	\$143,678
15	Capital Expenditure					\$0
16	Subtotal	\$100,075	\$103,077	\$105,138	\$107,242	\$415,532
17	Indirect Percentage (%) (max. 15%)	15%	15%	15%	15%	15%
18	Indirect Cost (Line 16 X Line 17)	\$15,011	\$15,462	\$15,771	\$16,086	\$62,330
19	Total DAS Expenditures	\$115,086	\$118,539	\$120,909	\$123,328	\$477,862
20	Developer Match Expenditures					
21	Salaries & Benefits	\$98,560	\$101,517	\$104,562	\$107,699	\$412,338
22	Operating Expense	\$0	\$0	\$0	\$0	\$0
23	Capital Expenditure	\$0	\$0	\$0	\$0	\$0
24	Subtotal	\$98,560	\$101,517	\$104,562	\$107,699	\$412,338
25	Indirect Percentage (%)	10%	10%	10%	10%	10%
26	Indirect Cost (Line 16 X Line 17)	\$9,856	\$10,152	\$10,456	\$10,770	\$41,234
27	Total Developer Expenditures	\$108,416	\$111,668	\$115,019	\$118,469	\$453,572
28						
29	Total DAS and Developer Expenditures	\$223,502	\$230,207	\$235,927	\$241,797	\$931,433
30	DAS Revenues					
31	Local General Fund	\$115,086	\$118,539	\$120,909	\$123,328	\$477,862
32						
33						
34						
35						
36						
37						
38						
39	TOTAL DAS REVENUES	\$115,086	\$118,539	\$120,909	\$123,328	\$477,862
40	Developer Revenues					
41	Developer Match Funds	\$108,416	\$111,668	\$115,019	\$118,469	\$453,572
42						
43						
44						
45	Total Developer Revenues	\$108,416	\$111,668	\$115,019	\$118,469	\$453,572
46	Total Revenues	\$223,502	\$230,207	\$235,927	\$241,797	\$931,433
47	Full Time Equivalent (FTE)					
49	Prepared by:	Telephone No.			Date:	
50	HSA-CO Review Signature:	_____				
51	HSA #1					

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4	Grantee Name: Mercy Housing California										
5	Program Name: 1760 Bush										
6											
7											
8	Salaries & Benefits Detail										
9	DAS SALARIES & BENEFITS										
10			7/1/24-6/30/25		7/1/25-6/30/26		7/1/26-6/30/27		7/1/27-6/30/28		TOTAL
			Budgeted Salary		Budgeted Salary		Budgeted Salary		Budgeted Salary		
11	POSITION TITLE	Annual Full Time Salary for FTE	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	7/1/24-6/30/28
12	Resident Services Coordinator II	\$70,000	0.500	\$35,000	0.500	\$36,050	0.500	\$36,771	0.500	\$37,506	\$145,327
13	Resident Services Manager II	\$100,000	0.100	\$10,000	0.100	\$10,300	0.100	\$10,506	0.100	\$10,716	\$41,522
14	Admin/Contract Specialist	\$55,000	0.070	\$3,850	0.070	\$3,966	0.070	\$4,045	0.070	\$4,126	\$15,986
15	Associate Director, Senior Services	\$115,000	0.020	\$2,300	0.020	\$2,369	0.020	\$2,416	0.020	\$2,465	\$9,550
16											
17											
18											
19											
20											
21											
22	TOTALS	\$340,000	0.690	\$51,150	0.690	\$52,685	0.690	\$53,738	0.690	\$54,813	\$212,386
23											
24											
25	EMPLOYEE FRINGE BENEFITS		28%	\$14,322	28%	\$14,752	28%	\$15,047	28%	\$15,348	\$59,468
26											
27											
28	TOTAL DAS SALARIES & BENEFITS			\$65,472		\$67,436		\$68,785		\$70,161	\$271,854
29											
30	DEVELOPER MATCH POSITION TITLE										
31	Resident Services Coordinator II	\$70,000	0.500	\$35,000	0.500	\$36,050	0.500	\$37,132	0.500	\$38,245	\$146,427
32	Resident Services Coordinator II	\$70,000	0.600	\$42,000	0.600	\$43,260	0.600	\$44,558	0.600	\$45,895	\$175,712
33											
34											
35											
36											
37	TOTALS	\$140,000	1.100	\$77,000	1.100	\$79,310	1.100	\$81,689	1.100	\$84,140	\$322,139
38											
39	EMPLOYEE FRINGE BENEFITS		28%	\$21,560	28%	\$22,207	28%	\$22,873	28%	\$23,559	\$90,199
40											
41	TOTAL DEVELOPER SALARIES & BENEFITS			\$98,560		\$101,517		\$104,562		\$107,699	\$412,338
42	TOTAL SALARIES & BENEFITS		1.790	\$164,032	1.790	\$168,953	1.790	\$173,347	1.790	\$177,860	\$684,192
43											
44	HSA #2										

	A	B	C	D	E	F	G	H	I	J	K	L	M
1													Appendix B, Page 3
2													Document Date: 5/22/2024
3													
4	Grantee Name: Mercy Housing California												
5	Program Name: 1760 Bush												
6													
7	Operating Expense Detail												
8													
9													TOTAL
10	<u>DAS EXPENDITURE CATEGORY</u>	<u>TERM</u>	<u>7/1/24-6/30/25</u>	<u>7/1/25-6/30/26</u>	<u>7/1/26-6/30/27</u>	<u>7/1/27-6/30/28</u>	<u>7/1/27-6/30/28</u>						<u>7/1/24-6/30/28</u>
11	Rental of Property												
12	Utilities(Elec, Water, Gas, Phone, Garbage)												
13	Office Supplies, Postage		\$2,000	\$2,000	\$2,000	\$2,000	\$2,000						\$8,000
14	Building Maintenance and Repair												
15	Printing and Reproduction												
16	Insurance												
17	Staff Training		\$2,000	\$2,000	\$2,000	\$2,000	\$2,000						\$8,000
18	Staff Travel (Local & Out of Town)		\$800	\$800	\$800	\$800	\$800						\$3,200
19	Rental of Equipment												
20													
21	<u>CONSULTANTS</u>												
22	Consultant A												
25													
26	<u>OTHER</u>												
27													
28	Supplies for Monthly Community Projects & Events		\$27,803	\$28,841	\$29,553	\$30,281	\$30,281						\$116,478
30	Translation		\$2,000	\$2,000	\$2,000	\$2,000	\$2,000						\$8,000
31													
32	TOTAL DAS OPERATING EXPENSE		\$34,603	\$35,641	\$36,353	\$37,081	\$37,081						\$143,678
33													
34	<u>DEVELOPER MATCH OPERATING EXPENSE</u>												
35	Rental of Property												\$0
36	Utilities(Elec, Water, Gas, Phone, Garbage)												\$0
37	Office Supplies, Postage												\$0
38	Building Maintenance and Repair												\$0
39	Printing and Reproduction												\$0
40	Insurance												\$0
41	Staff Training												\$0
42	Staff Travel (Local & Out of Town)												\$0
43	Rental of Equipment												\$0
44													
45	TOTAL DEVELOPER OPERATING EXPENSE		\$0	\$0	\$0	\$0	\$0						\$0
46													
47	TOTAL OPERATING EXPENSE		\$34,603	\$35,641	\$36,353	\$37,081	\$37,081						\$143,678
48													
49	HSA #3												

**Appendix A – Services to be Provided
Mercy Housing
RAD Housing Support Services at 1880 Pine Street
July 1, 2024 through June 30, 2028**

I. Purpose

The Rental Assistance Demonstration (RAD) Program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 to 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	Human Services Agency's Contracts Administration Reporting and Billing Online (CARBON) system
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive 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, 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	Mercy Housing
Health and Wellness Services	Any service that supports and/or promotes tenants' health and well-being (i.e. Adult Day Health, nutrition programs, free health screenings, DAS services, etc.).
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 sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual,

	transgender, genderqueer, and gender nonbinary.
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, as 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.
MOHCD	Mayor's Office of Housing and Community Development
OCM	Office of Contract Management, San Francisco Human Services Agency
OCP	Office of Community Partnerships, Department of Disability and Aging Services
Older Adult	Person who is 60 years or older, used interchangeably with "senior."
RAD	Rental Assistance Demonstration
Senior	Person who is 60 years or older, used interchangeably with "older adult."
SF-HSA	Human Services Agency of the City and County of San Francisco.
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).

III. Target Population

This program is designed to serve all ethnicities and populations in Grantee's RAD converted housing units, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, clients must be:

- An older adult, aged 60 years or over *or*
- An adult with a disability, aged 18-59 *and*
- Residing in housing units at the locations indicated below

V. Location and Time of Services

Services will be provided at 1880 Pine Street, San Francisco, CA, 94109, Monday through Friday, during regular office hours of 8:30 a.m. to 5:30 p.m., excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open-house events, and emails (as available).
 - ii. Service Connection
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention, and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants in identifying and accessing community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent

payments, and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.

- c. Conduct direct outreach to all tenants who are experiencing safety concerns or lease/house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenancies resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement
- a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
- 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS|OCP policy memoranda.
 - 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 - 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS|OCP. Grantee will share the survey results with DAS|OCP by March 15th each grant year, or on a mutually agreed-upon date between DAS|OCP and Grantee.
 - 5. Grantee will hire, train, and supervise .69 FTE (leveraged and/or grant-funded) to provide services.
 - 6. Grantee will ensure adequate and culturally-competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
 - 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 - 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS|OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings as needed.
 - 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.
 - 10. Grantee is a mandated reporter for witnessed or suspected elder abuse/neglect. Mandated reporter training is required annually for all program staff.
 - 11. Grantee will communicate and collaborate regularly with DAS to help provide logistical and operational support to the program, to provide quality services to tenants, and to strategize program direction and services provision.

VII. Service Objectives

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

- Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- Grantee will provide tenants with a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health- and wellness-related, and 65% all other.
- All (100%) of households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.
- Grantee will provide services to 100% of unduplicated tenants annually. Services can be individual services, community activities, and/or outreach.

VIII. Outcome Objectives

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

- Tenants will feel connected to and involved with their tenant/resident community. At least 50% of unduplicated residents participating in the annual survey will feel “strongly” or “very strongly” about being connected to and involved with their tenant/resident community.
 - Grantee will use the following standardized question: How strongly do you feel connected to and involved with the tenant/resident community at [site]? The options to answer should be “very strongly,” “strongly,” “somewhat,” and “not at all.”
- Tenants will have better access to resources improving their health and wellness. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness.
 - Grantee will use the following standardized question: Do you have better access to resources that increase your health and wellness? The options to answer should be “highly agree,” “agree,” “neutral,” “disagree,” and “highly disagree.”
- Tenants will have stable housing. At least 95% of households will have obtained and/or maintained reliable, secure, and stable housing that meets the needs of individuals and households.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers into the grantee’s database, using a DAS|OCP-approved intake form.

2. Annual and monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
 - a. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII (Outcome Objectives). This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th day of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants to whom services were provided annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected to and involved with their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have obtained and/or maintained stable housing.
 - b. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII (Service Objectives). Grantee will enter the monthly metrics in the CARBON database by the 15th day of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed-upon date between DAS|OCP and the Grantee.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The Grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The Grantee must submit the report in CARBON.
6. Grantee will develop and deliver ad hoc reports as requested by SF-HSA, DAS, and

OCP.

7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10 (June-December data) and July 10 (January-June data).
8. Grantee will maintain an updated site chart, using the DAS|OCP approved form, with details about the program.
9. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable, and will take all reasonable efforts to implement HIPAA requirements.
10. Grantee will develop a grievance policy consistent with DAS|OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio Duenas
Rocio.Duenas@sfgov.org
Principal Contract Manager, Office of Contract Management
Human Services Agency

or

Rosemarie Tocchini
Rosemarie.Tocchini@sfgov.org
Program Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates; backup documentation for the units of service and all reporting; progress of service and outcome objectives; the methods by which participant records are collected and maintained; reporting performance; maintenance of service unit logs; agency and organization standards, including a current organizational chart and evidence of provision of annual training to staff in Elder Abuse Prevention and Reporting and Security Awareness; review of program operation, including a review of a written policies-and-procedures manual of all OCP-funded programs; written project income policies if applicable; grievance procedure (must be posted in the center/office and distributed to those consumers who are homebound); site chart with current hours of operation; a board of director list; whether services are provided appropriately according to sections VII (Service Objectives) and VIII

(Outcome Objectives); logs of service units based on hours of scheduled activities; sign-in sheets of consumers participating in each activity; and documentation showing the reported units of service are based on scheduled activities at the site.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, the quarterly balance sheet, the 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 the Personnel Manual, the Emergency Operations Plan, compliance with the Americans with Disabilities Act, subcontracts, 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: 3/1/2024
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Grantee Name:			Grant Term:		
6	Mercy Housing California			July 1, 2024 - June 30, 2028		
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: 1880 Pine (RAD Seniors)					
10	Budget Reference Page No.(s)					TOTAL
11	Program Term	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
12	DAS Expenditures					
13	Salaries & Benefits	\$64,832	\$66,777	\$68,112	\$69,475	\$269,196
14	Operating Expense	\$36,590	\$37,687	\$38,441	\$39,210	\$151,928
15	Capital Expenditure					\$0
16	Subtotal	\$101,422	\$104,464	\$106,553	\$108,685	\$421,124
17	Indirect Percentage (%) (max. 15%)	15%	15%	15%	15%	15%
18	Indirect Cost (Line 16 X Line 17)	\$15,213	\$15,670	\$15,983	\$16,303	\$63,169
19	Total DAS Expenditures	\$116,635	\$120,134	\$122,537	\$124,988	\$484,294
20	Developer Match Expenditures					
21	Salaries & Benefits	\$134,400	\$138,432	\$142,585	\$146,863	\$562,279
22	Operating Expense	\$60,781	\$62,604	\$64,482	\$66,417	\$254,284
23	Capital Expenditure	\$0	\$0	\$0	\$0	\$0
24	Subtotal	\$195,181	\$201,036	\$207,067	\$213,280	\$816,563
25	Indirect Percentage (%)	10%	10%	10%	10%	10%
26	Indirect Cost (Line 16 X Line 17)	\$19,518	\$20,104	\$20,707	\$21,328	\$81,656
27	Total Developer Expenditures	\$214,699	\$221,140	\$227,774	\$234,607	\$898,220
28						
29	Total DAS and Developer Expenditures	\$331,334	\$341,273	\$350,310	\$359,596	\$1,382,514
30	DAS Revenues					
31	Local General Fund	\$116,635	\$120,134	\$122,537	\$124,988	\$484,294
32						
33						
34						
35						
36						
37						
38						
39	TOTAL DAS REVENUES	\$116,635	\$120,134	\$122,537	\$124,988	\$484,294
40	Developer Revenues					
41	Developer Match Funds	\$214,699	\$221,140	\$227,774	\$234,607	\$898,220
42						
43						
44						
45	Total Developer Revenues	\$214,699	\$221,140	\$227,774	\$234,607	\$898,220
46	Total Revenues	\$331,334	\$341,273	\$350,310	\$359,596	\$1,382,514
47	Full Time Equivalent (FTE)					
49	Prepared by:	Telephone No.			Date:	
50	HSA-CO Review Signature:	_____				
51	HSA #1					

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4	Grantee Name: Mercy Housing California										
5	Program Name: 1880 Pine										
6											
7	Salaries & Benefits Detail										
8											
9	DAS SALARIES & BENEFITS										
10			7/1/24-6/30/25		7/1/25-6/30/26		7/1/26-6/30/27		7/1/27-6/30/28		TOTAL
			Budgeted Salary		Budgeted Salary		Budgeted Salary		Budgeted Salary		
11	POSITION TITLE	Annual Full Time Salary for FTE	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	7/1/24-6/30/28
12	Resident Services Coordinator II	\$70,000	0.500	\$35,000	0.500	\$36,050	0.500	\$36,771	0.500	\$37,506	\$145,327
13	Resident Services Manager I	\$90,000	0.050	\$4,500	0.050	\$4,635	0.050	\$4,728	0.050	\$4,822	\$18,685
14	Resident Services Manager II	\$100,000	0.050	\$5,000	0.050	\$5,150	0.050	\$5,253	0.050	\$5,358	\$20,761
15	Admin/Contract Specialist	\$55,000	0.070	\$3,850	0.070	\$3,966	0.070	\$4,045	0.070	\$4,126	\$15,986
16	Associate Director, Senior Services	\$115,000	0.020	\$2,300	0.020	\$2,369	0.020	\$2,416	0.020	\$2,465	\$9,550
17											
18											
19											
20											
21											
22	TOTALS	\$430,000	0.690	\$50,650	0.690	\$52,170	0.690	\$53,213	0.690	\$54,277	\$210,310
23											
24											
25	EMPLOYEE FRINGE BENEFITS		28%	\$14,182	28%	\$14,607	28%	\$14,900	28%	\$15,198	\$58,887
26											
27											
28	TOTAL DAS SALARIES & BENEFITS			\$64,832		\$66,777		\$68,112		\$69,475	\$269,196
29											
30	DEVELOPER MATCH POSITION TITLE										
31	Resident Services Coordinator II	\$70,000	0.500	\$35,000	0.500	\$36,050	0.500	\$37,132	0.500	\$38,245	\$146,427
32	Resident Services Coordinator II	\$70,000	1.000	\$70,000	1.000	\$72,100	1.000	\$74,263	1.000	\$76,491	\$292,854
33											\$0
34											\$0
35											\$0
36											\$0
37	TOTALS	\$140,000	1.500	\$105,000	1.500	\$108,150	1.500	\$111,395	1.500	\$114,736	\$439,281
38											
39	EMPLOYEE FRINGE BENEFITS		28%	\$29,400	28%	\$30,282	28%	\$31,190	28%	\$32,126	\$122,999
40											
41	TOTAL DEVELOPER SALARIES & BENEFITS			\$134,400		\$138,432		\$142,585		\$146,863	\$562,279
42	TOTAL SALARIES & BENEFITS		2.190	\$199,232	2.190	\$205,209	2.190	\$210,697	2.190	\$216,337	\$831,476
43											
44	HSA #2										

	A	B	C	D	E	F	G	H	I	J	K	L	M
1													Appendix B, Page 3
2													Document Date: 3/1/2024
3													
4	Grantee Name: Mercy Housing California												
5	Program Name: 1880 Pine												
6													
7	Operating Expense Detail												
8													
9													TOTAL
10	<u>DAS EXPENDITURE CATEGORY</u>	<u>TERM</u>	<u>7/1/24-6/30/25</u>	<u>7/1/25-6/30/26</u>	<u>7/1/26-6/30/27</u>	<u>7/1/27-6/30/28</u>	<u>7/1/24-6/30/28</u>						
11	Rental of Property												
12	Utilities(Elec, Water, Gas, Phone, Garbage)												
13	Office Supplies, Postage		\$2,000	\$2,000	\$2,000	\$2,000	\$8,000						
14	Building Maintenance and Repair												
15	Printing and Reproduction												
16	Insurance												
17	Staff Training		\$2,000	\$2,000	\$2,000	\$2,000	\$8,000						
18	Staff Travel (Local & Out of Town)		\$800	\$800	\$800	\$800	\$3,200						
19	Rental of Equipment												
20													
21	<u>CONSULTANTS</u>												
22	Consultant A												
23	Consultant B												
24	Consultant C												
25													
26	<u>OTHER</u>												
27													
28	Supplies for Monthly Community Projects & Events		\$28,790	\$29,387	\$29,641	\$29,910	\$117,728						
30	Translation		\$3,000	\$3,500	\$4,000	\$4,500	\$15,000						
31													
32	TOTAL DAS OPERATING EXPENSE		\$36,590	\$37,687	\$38,441	\$39,210	\$151,928						
33													
34	<u>DEVELOPER MATCH OPERATING EXPENSE</u>												
35	Rental of Property												\$0
36	Utilities(Elec, Water, Gas, Phone, Garbage)												\$0
37	Office Supplies, Postage												\$0
38	Building Maintenance and Repair												\$0
39	Printing and Reproduction												\$0
40	Insurance												\$0
41	Staff Training												\$0
42	Staff Travel (Local & Out of Town)												\$0
43	Other: Wellness Nurse 0.35 FTE		\$60,781	\$62,604	\$64,482	\$66,417	\$254,284						
44													
45	TOTAL DEVELOPER OPERATING EXPENSE		\$60,781	\$62,604	\$64,482	\$66,417	\$254,284						
46													
47	TOTAL OPERATING EXPENSE		\$97,371	\$100,291	\$102,923	\$105,627	\$406,212						
48													
49	HSA #3												

Appendix A – Services to be Provided
Mercy Housing
RAD Housing Support Services at
2698 California Street
July 1, 2024 through June 30, 2028

I. Purpose

The Rental Assistance Demonstration (RAD) Program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 to 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	Human Services Agency's Contracts Administration Reporting and Billing Online (CARBON) system
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive 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, 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	Mercy Housing
Health and Wellness Services	Any service that supports and/or promotes tenants' health and well-being (i.e. Adult Day Health, nutrition programs, free health screenings, DAS services, etc.).
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 sex

	assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender nonbinary.
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, as 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.
MOHCD	Mayor's Office of Housing and Community Development
OCM	Office of Contract Management, San Francisco Human Services Agency
OCP	Office of Community Partnerships, Department of Disability and Aging Services
Older Adult	Person who is 60 years or older, used interchangeably with "senior."
RAD	Rental Assistance Demonstration
Senior	Person who is 60 years or older, used interchangeably with "older adult."
SF-HSA	Human Services Agency of the City and County of San Francisco.
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).

III. Target Population

This program is designed to serve all ethnicities and populations in Grantee's RAD converted housing units, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, clients must be:

- An older adult, aged 60 years or over *or*
- An adult with a disability, aged 18-59 *and*
- Residing in housing units at the locations indicated below

V. Location and Time of Services

Services will be provided at 2698 California Street, San Francisco, CA, 94115, Monday through Friday, during regular office hours of 8:30 a.m. to 5:30 p.m., excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open-house events, and emails (as available).
 - ii. Service Connection
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention, and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants in identifying and accessing community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.

- b. Conduct direct outreach to all tenants who become delinquent in rent payments, and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns or lease/house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenancies resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement
- a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS|OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS|OCP. Grantee will share the survey results with DAS|OCP by March 15th each grant year, or on a mutually agreed-upon date between DAS|OCP and Grantee.
 5. Grantee will hire, train, and supervise .33 FTE (leveraged and/or grant-funded) to provide services.
 6. Grantee will ensure adequate and culturally-competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS|OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.
 10. Grantee is a mandated reporter for witnessed or suspected elder abuse/neglect. Mandated reporter training is required annually for all program staff.
 11. Grantee will communicate and collaborate regularly with DAS to help provide logistical and operational support to the program, to provide quality services to tenants, and to strategize program direction and services provision.

VII. Service Objectives

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

- Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- Grantee will provide tenants with a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health- and wellness-related, and 65% all other.
- All (100%) of households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.
- Grantee will provide services to 100% of unduplicated tenants annually. Services can be individual services, community activities, and/or outreach.

VIII. Outcome Objectives

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

- Tenants will feel connected to and involved with their tenant/resident community. At least 50% of unduplicated residents participating in the annual survey will feel “strongly” or “very strongly” about being connected to and involved with their tenant/resident community.
 - Grantee will use the following standardized question: How strongly do you feel connected to and involved with the tenant/resident community at [site]? The options to answer should be “very strongly,” “strongly,” “somewhat,” and “not at all.”
- Tenants will have better access to resources improving their health and wellness. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness.
 - Grantee will use the following standardized question: Do you have better access to resources that increase your health and wellness? The options to answer should be “highly agree,” “agree,” “neutral,” “disagree,” and “highly disagree.”
- Tenants will have stable housing. At least 95% of households will have obtained and/or maintained reliable, secure, and stable housing that meets the needs of individuals and households.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers into the grantee’s

database, using a DAS|OCP-approved intake form.

2. Annual and monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
 - a. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII (Outcome Objectives). This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th day of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants to whom services were provided annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected to and involved with their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have obtained and/or maintained stable housing.
 - b. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII (Service Objectives). Grantee will enter the monthly metrics in the CARBON database by the 15th day of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed-upon date between DAS|OCP and the Grantee.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The Grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The Grantee must submit the report in CARBON.

6. Grantee will develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10 (June-December data) and July 10 (January-June data).
8. Grantee will maintain an updated site chart, using the DAS|OCP approved form, with details about the program.
9. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable, and will take all reasonable efforts to implement HIPAA requirements.
10. Grantee will develop a grievance policy consistent with DAS|OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio Duenas
Rocio.Duenas@sfgov.org
Principal Contract Manager, Office of Contract Management
Human Services Agency

or

Rosemarie Tocchini
Rosemarie.Tocchini@sfgov.org
Program Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates; backup documentation for the units of service and all reporting; progress of service and outcome objectives; the methods by which participant records are collected and maintained; reporting performance; maintenance of service unit logs; agency and organization standards, including a current organizational chart and evidence of provision of annual training to staff in Elder Abuse Prevention and Reporting and Security Awareness; review of program operation, including a review of a written policies-and-procedures manual of all OCP-funded programs; written project income policies if applicable; grievance procedure (must be posted in the center/office and distributed to those consumers who are homebound); site chart with current hours of operation; a board of director list; whether services are provided

appropriately according to sections VII (Service Objectives) and VIII (Outcome Objectives); logs of service units based on hours of scheduled activities; sign-in sheets of consumers participating in each activity; and documentation showing the reported units of service are based on scheduled activities at the site.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, the quarterly balance sheet, the 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 the Personnel Manual, the Emergency Operations Plan, compliance with the Americans with Disabilities Act, subcontracts, 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: 5/22/2024
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Grantee Name:			Grant Term:		
6	Mercy Housing California			July 1, 2024 - June 30, 2028		
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: 2698 California (RAD Seniors)					
10	Budget Reference Page No.(s)					TOTAL
11	Program Term	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
12	DAS Expenditures					
13	Salaries & Benefits	\$38,362	\$39,512	\$40,303	\$41,109	\$159,285
14	Operating Expense	\$12,467	\$12,841	\$13,097	\$13,350	\$51,755
15	Capital Expenditure					\$0
16	Subtotal	\$50,829	\$52,353	\$53,400	\$54,459	\$211,040
17	Indirect Percentage (%) (max. 15%)	15%	15%	15%	15%	15%
18	Indirect Cost (Line 16 X Line 17)	\$7,624	\$7,853	\$8,010	\$8,179	\$31,666
19	Total DAS Expenditures	\$58,453	\$60,206	\$61,410	\$62,638	\$242,707
20	Developer Match Expenditures					
21	Salaries & Benefits	\$76,838	\$79,144	\$81,518	\$83,963	\$321,463
22	Operating Expense	\$0	\$0	\$0	\$0	\$0
23	Capital Expenditure	\$0	\$0	\$0	\$0	\$0
24	Subtotal	\$76,838	\$79,144	\$81,518	\$83,963	\$321,463
25	Indirect Percentage (%)	10%	10%	10%	10%	10%
26	Indirect Cost (Line 16 X Line 17)	\$7,684	\$7,914	\$8,152	\$8,396	\$32,146
27	Total Developer Expenditures	\$84,522	\$87,058	\$89,670	\$92,360	\$353,610
28						
29	Total DAS and Developer Expenditures	\$142,975	\$147,264	\$151,079	\$154,997	\$596,316
30	DAS Revenues					
31	Local General Fund	\$58,453	\$60,206	\$61,410	\$62,638	\$242,707
32						
33						
34						
35						
36						
37						
38						
39	TOTAL DAS REVENUES	\$58,453	\$60,206	\$61,410	\$62,638	\$242,707
40	Developer Revenues					
41	Developer Match Funds	\$84,522	\$87,058	\$89,670	\$92,360	\$353,610
42						
43						
44						
45	Total Developer Revenues	\$84,522	\$87,058	\$89,670	\$92,360	\$353,610
46	Total Revenues	\$142,975	\$147,264	\$151,079	\$154,997	\$596,316
47	Full Time Equivalent (FTE)					
49	Prepared by:	Telephone No.			Date:	
50	HSA-CO Review Signature:	_____				
51	HSA #1					

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4	Grantee Name: Mercy Housing California										
5	Program Name: 2698 California										
6											
7											
8	Salaries & Benefits Detail										
9	DAS SALARIES & BENEFITS										
10			7/1/24-6/30/25		7/1/25-6/30/26		7/1/26-6/30/27		7/1/27-6/30/28		TOTAL
			Budgeted Salary		Budgeted Salary		Budgeted Salary		Budgeted Salary		
11	POSITION TITLE	Annual Full Time Salary for FTE	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	7/1/24-6/30/28
12	Resident Services Manager I	\$90,000	0.333	\$29,970	0.333	\$30,869	0.333	\$31,486	0.333	\$32,116	\$124,442
13											
14											
15											
16											
17											
18											
19											
20											
21											
22	TOTALS	\$90,000	0.333	\$29,970	0.333	\$30,869	0.333	\$31,486	0.333	\$32,116	\$124,442
23											
24											
25	EMPLOYEE FRINGE BENEFITS		28%	\$8,392	28%	\$8,643	28%	\$8,816	28%	\$8,993	\$34,844
26											
27											
28	TOTAL DAS SALARIES & BENEFITS			\$38,362		\$39,512		\$40,303		\$41,109	\$159,285
29											
30	DEVELOPER MATCH POSITION TITLE										
31	Resident Services Manager I	\$90,000	0.667	\$60,030	0.667	\$61,831	0.667	\$63,686	0.667	\$65,596	\$251,143
32											\$0
33											\$0
34											\$0
35											\$0
36											\$0
37	TOTALS	\$90,000	0.667	\$60,030	0.667	\$61,831	0.667	\$63,686	0.667	\$65,596	\$251,143
38											
39	EMPLOYEE FRINGE BENEFITS		28%	\$16,808	28%	\$17,313	28%	\$17,832	28%	\$18,367	\$70,320
40											
41	TOTAL DEVELOPER SALARIES & BENEFITS			\$76,838		\$79,144		\$81,518		\$83,963	\$321,463
42	TOTAL SALARIES & BENEFITS		1.000	\$115,200	1.000	\$118,656	1.000	\$121,821	1.000	\$125,072	\$480,749
43											
44	HSA #2										

	A	B	C	D	E	F	G	H	I	J	K	L	M
1													Appendix B, Page 3
2													Document Date: 3/1/2024
3													
4	Grantee Name: Mercy Housing California												
5	Program Name: 2698 California												
6													
7	Operating Expense Detail												
8													
9													TOTAL
10	<u>DAS EXPENDITURE CATEGORY</u>	<u>TERM</u>	<u>7/1/24-6/30/25</u>	<u>7/1/25-6/30/26</u>	<u>7/1/26-6/30/27</u>	<u>7/1/27-6/30/28</u>						<u>7/1/24-6/30/28</u>	
11	Rental of Property												\$0
12	Utilities(Elec, Water, Gas, Phone, Garbage)												\$0
13	Office Supplies, Postage												\$0
14	Building Maintenance and Repair												\$0
15	Printing and Reproduction												\$0
16	Insurance												\$0
17	Staff Training												\$0
18	Staff Travel (Local & Out of Town)												\$0
19	Rental of Equipment												\$0
20													
21	<u>CONSULTANTS</u>												
22	Consultant A												\$0
23	Consultant B												\$0
24	Consultant C												\$0
25													
26	<u>OTHER</u>												
27													
28	Supplies for Monthly Community Projects & Events		\$12,467	\$12,841	\$13,097	\$13,350						\$51,755	
29													\$0
30													\$0
31													
32	TOTAL DAS OPERATING EXPENSE		\$12,467	\$12,841	\$13,097	\$13,350						\$51,755	
33													
34	<u>DEVELOPER MATCH OPERATING EXPENSE</u>												
35	Rental of Property												\$0
36	Utilities(Elec, Water, Gas, Phone, Garbage)												\$0
37	Office Supplies, Postage												\$0
38	Building Maintenance and Repair												\$0
39	Printing and Reproduction												\$0
40	Insurance												\$0
41	Staff Training												\$0
42	Staff Travel (Local & Out of Town)												\$0
43	Rental of Equipment												\$0
44													
45	TOTAL DEVELOPER OPERATING EXPENSE		\$0	\$0	\$0	\$0						\$0	
46													
47	TOTAL OPERATING EXPENSE		\$12,467	\$12,841	\$13,097	\$13,350						\$51,755	
48													
49	HSA #3												

Appendix A – Services to be Provided
Mercy Housing
RAD Housing Support Services at
345 Arguello Boulevard
July 1, 2024 through June 30, 2028

I. Purpose

The Rental Assistance Demonstration (RAD) Program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 to 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.
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City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive 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, 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	Mercy Housing
Health and Wellness Services	Any service that supports and/or promotes tenants' health and well-being (i.e. Adult Day Health, nutrition programs, free health screenings, DAS services, etc.).
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 sex

	assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender nonbinary.
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, as 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.
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Senior	Person who is 60 years or older, used interchangeably with "older adult."
SF-HSA	Human Services Agency of the City and County of San Francisco.
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).

III. Target Population

This program is designed to serve all ethnicities and populations in Grantee's RAD converted housing units, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, clients must be:

- An older adult, aged 60 years or over *or*
- An adult with a disability, aged 18-59 *and*
- Residing in housing units at the locations indicated below

V. Location and Time of Services

Services will be provided at 345 Arguello Boulevard, San Francisco, CA, 94118, Monday through Friday, during regular office hours of 8:30 a.m. to 5:30 p.m., excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open-house events, and emails (as available).
 - ii. Service Connection
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention, and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants in identifying and accessing community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.

- b. Conduct direct outreach to all tenants who become delinquent in rent payments, and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns or lease/house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenancies resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement
- a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS|OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS|OCP. Grantee will share the survey results with DAS|OCP by March 15th each grant year, or on a mutually agreed-upon date between DAS|OCP and Grantee.
 5. Grantee will hire, train, and supervise .14 FTE (leveraged and/or grant-funded) to provide services.
 6. Grantee will ensure adequate and culturally-competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS|OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.
 10. Grantee is a mandated reporter for witnessed or suspected elder abuse/neglect. Mandated reporter training is required annually for all program staff.
 11. Grantee will communicate and collaborate regularly with DAS to help provide logistical and operational support to the program, to provide quality services to tenants, and to strategize program direction and services provision.

VII. Service Objectives

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

- Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- Grantee will provide tenants with a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health- and wellness-related, and 65% all other.
- All (100%) of households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.
- Grantee will provide services to 100% of unduplicated tenants annually. Services can be individual services, community activities, and/or outreach.

VIII. Outcome Objectives

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

- Tenants will feel connected to and involved with their tenant/resident community. At least 50% of unduplicated residents participating in the annual survey will feel “strongly” or “very strongly” about being connected to and involved with their tenant/resident community.
 - Grantee will use the following standardized question: How strongly do you feel connected to and involved with the tenant/resident community at [site]? The options to answer should be “very strongly,” “strongly,” “somewhat,” and “not at all.”
- Tenants will have better access to resources improving their health and wellness. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness.
 - Grantee will use the following standardized question: Do you have better access to resources that increase your health and wellness? The options to answer should be “highly agree,” “agree,” “neutral,” “disagree,” and “highly disagree.”
- Tenants will have stable housing. At least 95% of households will have obtained and/or maintained reliable, secure, and stable housing that meets the needs of individuals and households.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers into the grantee’s

database, using a DAS|OCP-approved intake form.

2. Annual and monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
 - a. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII (Outcome Objectives). This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th day of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants to whom services were provided annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected to and involved with their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have obtained and/or maintained stable housing.
 - b. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII (Service Objectives). Grantee will enter the monthly metrics in the CARBON database by the 15th day of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed-upon date between DAS|OCP and the Grantee.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The Grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The Grantee must submit the report in CARBON.

6. Grantee will develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10 (June-December data) and July 10 (January-June data).
8. Grantee will maintain an updated site chart, using the DAS|OCP approved form, with details about the program.
9. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable, and will take all reasonable efforts to implement HIPAA requirements.
10. Grantee will develop a grievance policy consistent with DAS|OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio Duenas
Rocio.Duenas@sfgov.org
Principal Contract Manager, Office of Contract Management
Human Services Agency

or

Rosemarie Tocchini
Rosemarie.Tocchini@sfgov.org
Program Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates; backup documentation for the units of service and all reporting; progress of service and outcome objectives; the methods by which participant records are collected and maintained; reporting performance; maintenance of service unit logs; agency and organization standards, including a current organizational chart and evidence of provision of annual training to staff in Elder Abuse Prevention and Reporting and Security Awareness; review of program operation, including a review of a written policies-and-procedures manual of all OCP-funded programs; written project income policies if applicable; grievance procedure (must be posted in the center/office and distributed to those consumers who are homebound); site chart with current hours of operation; a board of director list; whether services are provided

appropriately according to sections VII (Service Objectives) and VIII (Outcome Objectives); logs of service units based on hours of scheduled activities; sign-in sheets of consumers participating in each activity; and documentation showing the reported units of service are based on scheduled activities at the site.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, the quarterly balance sheet, the 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 the Personnel Manual, the Emergency Operations Plan, compliance with the Americans with Disabilities Act, subcontracts, 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: 5/22/2024
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Grantee Name:			Grant Term:		
6	Mercy Housing California			July 1, 2024 - June 30, 2028		
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: 345 Arguello (RAD Seniors)					
10	Budget Reference Page No.(s)					TOTAL
11	Program Term	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
12	DAS Expenditures					
13	Salaries & Benefits	\$14,272	\$14,700	\$14,994	\$15,294	\$59,260
14	Operating Expense	\$22,553	\$23,230	\$23,694	\$24,168	\$93,645
15	Capital Expenditure					\$0
16	Subtotal	\$36,825	\$37,930	\$38,688	\$39,462	\$152,905
17	Indirect Percentage (%) (max. 15%)	15%	15%	15%	15%	15%
18	Indirect Cost (Line 16 X Line 17)	\$5,524	\$5,690	\$5,803	\$5,919	\$22,936
19	Total DAS Expenditures	\$42,349	\$43,620	\$44,492	\$45,382	\$175,843
20	Developer Match Expenditures					
21	Salaries & Benefits	\$115,200	\$118,656	\$122,216	\$125,882	\$481,954
22	Operating Expense	\$17,366	\$17,887	\$18,424	\$18,976	\$72,653
23	Capital Expenditure	\$0	\$0	\$0	\$0	\$0
24	Subtotal	\$132,566	\$136,543	\$140,640	\$144,858	\$554,607
25	Indirect Percentage (%)	10%	10%	10%	10%	10%
26	Indirect Cost (Line 16 X Line 17)	\$13,257	\$13,654	\$14,064	\$14,486	\$55,461
27	Total Developer Expenditures	\$145,823	\$150,197	\$154,704	\$159,344	\$610,068
28						
29	Total DAS and Developer Expenditures	\$188,171	\$193,817	\$199,196	\$204,726	\$785,911
30	DAS Revenues					
31	Local General Fund	\$42,349	\$43,620	\$44,492	\$45,382	\$175,843
32						
33						
34						
35						
36						
37						
38						
39	TOTAL DAS REVENUES	\$42,349	\$43,620	\$44,492	\$45,382	\$175,843
40	Developer Revenues					
41	Developer Match Funds	\$145,823	\$150,197	\$154,704	\$159,344	\$610,068
42						
43						
44						
45	Total Developer Revenues	\$145,823	\$150,197	\$154,704	\$159,344	\$610,068
46	Total Revenues	\$188,171	\$193,817	\$199,196	\$204,726	\$785,911
47	Full Time Equivalent (FTE)					
49	Prepared by:	Telephone No.			Date:	
50	HSA-CO Review Signature:	_____				
51	HSA #1					

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4	Grantee Name: Mercy Housing California										
5	Program Name: 345 Arguello										
6											
7	Salaries & Benefits Detail										
8											
9	DAS SALARIES & BENEFITS										
10			7/1/24-6/30/25		7/1/25-6/30/26		7/1/26-6/30/27		7/1/27-6/30/28		TOTAL
11			Budgeted Salary		Budgeted Salary		Budgeted Salary		Budgeted Salary		
11	POSITION TITLE	Annual Full Time Salary for FTE	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	7/1/24-6/30/28
12	Admin/Contract Specialist	\$ 55,000	0.070	\$3,850	0.070	\$3,966	0.070	\$4,045	0.070	\$4,126	\$15,986
13	Resident Services Manager II	\$ 100,000	0.050	\$5,000	0.050	\$5,150	0.050	\$5,253	0.050	\$5,358	\$20,761
14	Associate Director, Senior Services	\$ 115,000	0.020	\$2,300	0.020	\$2,369	0.020	\$2,416	0.020	\$2,465	\$9,550
15											
16											
17											
18											
19											
20											
21											
22	TOTALS	\$270,000	0.140	\$11,150	0.140	\$11,485	0.140	\$11,714	0.140	\$11,948	\$46,297
23											
24											
25	EMPLOYEE FRINGE BENEFITS		28.0%	\$3,122	28.0%	\$3,216	28.0%	\$3,280	28.0%	\$3,346	\$12,963
26											
27											
28	TOTAL DAS SALARIES & BENEFITS			\$14,272		\$14,700		\$14,994		\$15,294	\$59,260
29											
30	DEVELOPER MATCH POSITION TITLE										
31	Resident Services Manager I	\$90,000	1.000	\$90,000	1.000	\$92,700	1.000	\$95,481	1.000	\$98,345	\$376,526
32											
33											
34											
35											
36											
37	TOTALS	\$90,000	1.000	\$90,000	1.000	\$92,700	1.000	\$95,481	1.000	\$98,345	\$376,526
38											
39	EMPLOYEE FRINGE BENEFITS		28.0%	\$25,200	28.0%	\$25,956	28.0%	\$26,735	28.0%	\$27,537	\$105,427
40											
41	TOTAL DEVELOPER SALARIES & BENEFITS			\$115,200		\$118,656		\$122,216		\$125,882	\$481,954
42	TOTAL SALARIES & BENEFITS		1.140	\$129,472	1.140	\$133,356	1.140	\$137,210	1.140	\$141,176	\$541,214
43											
44	HSA #2										

	A	B	C	D	E	F	G	H	I	J	K	L	M
1													Appendix B, Page 3
2													Document Date: 3/1/2024
3													
4	Grantee Name: Mercy Housing California												
5	Program Name: 345 Arguello												
6													
7	Operating Expense Detail												
8													
9													TOTAL
10	<u>DAS EXPENDITURE CATEGORY</u>	<u>TERM</u>	<u>7/1/24-6/30/25</u>	<u>7/1/25-6/30/26</u>	<u>7/1/26-6/30/27</u>	<u>7/1/27-6/30/28</u>	<u>7/1/24-6/30/28</u>						
11	Rental of Property												
12	Utilities(Elec, Water, Gas, Phone, Garbage)												
13	Office Supplies, Postage		\$700	\$700	\$700	\$700	\$2,800						
14	Building Maintenance and Repair												
15	Printing and Reproduction												
16	Insurance												
17	Staff Training		\$700	\$700	\$700	\$700	\$2,800						
18	Staff Travel (Local & Out of Town)												
19	Rental of Equipment												
20													
21	<u>CONSULTANTS</u>												
22	Consultant A												
23	Consultant B												
24	Consultant C												
25													
26	<u>OTHER</u>												
27													
28	Supplies for Monthly Community Projects & Events		\$20,403	\$21,080	\$21,544	\$22,018	\$85,045						
30	Translation		\$750	\$750	\$750	\$750	\$3,000						
31													
32	TOTAL DAS OPERATING EXPENSE		\$22,553	\$23,230	\$23,694	\$24,168	\$93,645						
33													
34	<u>DEVELOPER MATCH OPERATING EXPENSE</u>												
35	Rental of Property												\$0
36	Utilities(Elec, Water, Gas, Phone, Garbage)												\$0
37	Office Supplies, Postage												\$0
38	Building Maintenance and Repair												\$0
39	Printing and Reproduction												\$0
40	Insurance												\$0
41	Staff Training												\$0
42	Staff Travel (Local & Out of Town)												\$0
43	Other: Wellness Nurse 0.1 FTE		\$17,366	\$17,887	\$18,424	\$18,976	\$72,653						
44													
45	TOTAL DEVELOPER OPERATING EXPENSE		\$17,366	\$17,887	\$18,424	\$18,976	\$72,653						
46													
47	TOTAL OPERATING EXPENSE		\$39,919	\$41,117	\$42,118	\$43,144	\$166,298						
48													
49	HSA #3												

**Appendix A – Services to be Provided
Mercy Housing
RAD Housing Support Services at 491 31st Avenue
July 1, 2024 through June 30, 2028**

I. Purpose

The Rental Assistance Demonstration (RAD) Program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 to 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	Human Services Agency's Contracts Administration Reporting and Billing Online (CARBON) system
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive 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, 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	Mercy Housing
Health and Wellness Services	Any service that supports and/or promotes tenants' health and well-being (i.e. Adult Day Health, nutrition programs, free health screenings, DAS services, etc.).
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 sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual,

	transgender, genderqueer, and gender nonbinary.
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, as 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.
MOHCD	Mayor's Office of Housing and Community Development
OCM	Office of Contract Management, San Francisco Human Services Agency
OCP	Office of Community Partnerships, Department of Disability and Aging Services
Older Adult	Person who is 60 years or older, used interchangeably with "senior."
RAD	Rental Assistance Demonstration
Senior	Person who is 60 years or older, used interchangeably with "older adult."
SF-HSA	Human Services Agency of the City and County of San Francisco.
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).

III. Target Population

This program is designed to serve all ethnicities and populations in Grantee's RAD converted housing units, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, clients must be:

- An older adult, aged 60 years or over *or*
- An adult with a disability, aged 18-59 *and*
- Residing in housing units at the locations indicated below

V. Location and Time of Services

Services will be provided at 491 31st Avenue, San Francisco, CA, 94121, Monday through Friday, during regular office hours of 8:30 a.m. to 5:30 p.m., excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open-house events, and emails (as available).
 - ii. Service Connection
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention, and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants in identifying and accessing community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent

payments, and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.

- c. Conduct direct outreach to all tenants who are experiencing safety concerns or lease/house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenancies resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
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- a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
- 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS|OCP policy memoranda.
 - 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 - 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS|OCP. Grantee will share the survey results with DAS|OCP by March 15th each grant year, or on a mutually agreed-upon date between DAS|OCP and Grantee.
 - 5. Grantee will hire, train, and supervise .14 FTE (leveraged and/or grant-funded) to provide services.
 - 6. Grantee will ensure adequate and culturally-competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
 - 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 - 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS|OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings as needed.
 - 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.
 - 10. Grantee is a mandated reporter for witnessed or suspected elder abuse/neglect. Mandated reporter training is required annually for all program staff.
 - 11. Grantee will communicate and collaborate regularly with DAS to help provide logistical and operational support to the program, to provide quality services to tenants, and to strategize program direction and services provision.

VII. Service Objectives

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

- Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- Grantee will provide tenants with a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health- and wellness-related, and 65% all other.
- All (100%) of households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.
- Grantee will provide services to 100% of unduplicated tenants annually. Services can be individual services, community activities, and/or outreach.

VIII. Outcome Objectives

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

- Tenants will feel connected to and involved with their tenant/resident community. At least 50% of unduplicated residents participating in the annual survey will feel “strongly” or “very strongly” about being connected to and involved with their tenant/resident community.
 - Grantee will use the following standardized question: How strongly do you feel connected to and involved with the tenant/resident community at [site]? The options to answer should be “very strongly,” “strongly,” “somewhat,” and “not at all.”
- Tenants will have better access to resources improving their health and wellness. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness.
 - Grantee will use the following standardized question: Do you have better access to resources that increase your health and wellness? The options to answer should be “highly agree,” “agree,” “neutral,” “disagree,” and “highly disagree.”
- Tenants will have stable housing. At least 95% of households will have obtained and/or maintained reliable, secure, and stable housing that meets the needs of individuals and households.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers into the grantee’s database, using a DAS|OCP-approved intake form.

2. Annual and monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
 - a. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII (Outcome Objectives). This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th day of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants to whom services were provided annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected to and involved with their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have obtained and/or maintained stable housing.
 - b. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII (Service Objectives). Grantee will enter the monthly metrics in the CARBON database by the 15th day of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed-upon date between DAS|OCP and the Grantee.
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6. Grantee will develop and deliver ad hoc reports as requested by SF-HSA, DAS, and

OCP.

7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10 (June-December data) and July 10 (January-June data).
8. Grantee will maintain an updated site chart, using the DAS|OCP approved form, with details about the program.
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10. Grantee will develop a grievance policy consistent with DAS|OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio Duenas
Rocio.Duenas@sfgov.org
Principal Contract Manager, Office of Contract Management
Human Services Agency

or

Rosemarie Tocchini
Rosemarie.Tocchini@sfgov.org
Program Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates; backup documentation for the units of service and all reporting; progress of service and outcome objectives; the methods by which participant records are collected and maintained; reporting performance; maintenance of service unit logs; agency and organization standards, including a current organizational chart and evidence of provision of annual training to staff in Elder Abuse Prevention and Reporting and Security Awareness; review of program operation, including a review of a written policies-and-procedures manual of all OCP-funded programs; written project income policies if applicable; grievance procedure (must be posted in the center/office and distributed to those consumers who are homebound); site chart with current hours of operation; a board of director list; whether services are provided appropriately according to sections VII (Service Objectives) and VIII

(Outcome Objectives); logs of service units based on hours of scheduled activities; sign-in sheets of consumers participating in each activity; and documentation showing the reported units of service are based on scheduled activities at the site.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, the quarterly balance sheet, the 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 the Personnel Manual, the Emergency Operations Plan, compliance with the Americans with Disabilities Act, subcontracts, 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: 3/1/2024
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Grantee Name:			Grant Term:		
6	Mercy Housing California			July 1, 2024 - June 30, 2028		
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: 491 31st Avenue (RAD Seniors)					
10	Budget Reference Page No.(s)					TOTAL
11	Program Term	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
12	DAS Expenditures					
13	Salaries & Benefits	\$14,272	\$14,700	\$14,994	\$15,294	\$59,260
14	Operating Expense	\$24,170	\$24,895	\$25,393	\$25,900	\$100,358
15	Capital Expenditure					\$0
16	Subtotal	\$38,442	\$39,595	\$40,387	\$41,194	\$159,618
17	Indirect Percentage (%) (max. 15%)	15%	15%	15%	15%	15%
18	Indirect Cost (Line 16 X Line 17)	\$5,766	\$5,939	\$6,058	\$6,179	\$23,943
19	Total DAS Expenditures	\$44,208	\$45,534	\$46,445	\$47,373	\$183,560
20	Developer Match Expenditures					
21	Salaries & Benefits	\$89,600	\$92,288	\$95,057	\$97,908	\$374,853
22	Operating Expense	\$0	\$0	\$0	\$0	\$0
23	Capital Expenditure	\$0	\$0	\$0	\$0	\$0
24	Subtotal	\$89,600	\$92,288	\$95,057	\$97,908	\$374,853
25	Indirect Percentage (%)	10%	10%	10%	10%	10%
26	Indirect Cost (Line 16 X Line 17)	\$8,960	\$9,229	\$9,506	\$9,791	\$37,485
27	Total Developer Expenditures	\$98,560	\$101,517	\$104,562	\$107,699	\$412,338
28						
29	Total DAS and Developer Expenditures	\$142,768	\$147,051	\$151,008	\$155,072	\$595,899
30	DAS Revenues					
31	Local General Fund	\$44,208	\$45,534	\$46,445	\$47,373	\$183,560
32						
33						
34						
35						
36						
37						
38						
39	TOTAL DAS REVENUES	\$44,208	\$45,534	\$46,445	\$47,373	\$183,560
40	Developer Revenues					
41	Developer Match Funds	\$98,560	\$101,517	\$104,562	\$107,699	\$412,338
42						
43						
44						
45	Total Developer Revenues	\$98,560	\$101,517	\$104,562	\$107,699	\$412,338
46	Total Revenues	\$142,768	\$147,051	\$151,008	\$155,072	\$595,899
47	Full Time Equivalent (FTE)					
49	Prepared by:	Telephone No.			Date:	
50	HSA-CO Review Signature:	_____				
51	HSA #1					

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4	Grantee Name: Mercy Housing California										
5	Program Name: 491 31st Avenue										
6											
7	Salaries & Benefits Detail										
8											
9	DAS SALARIES & BENEFITS										
10			7/1/24-6/30/25		7/1/25-6/30/26		7/1/26-6/30/27		7/1/27-6/30/28		TOTAL
			Budgeted Salary		Budgeted Salary		Budgeted Salary		Budgeted Salary		
11	POSITION TITLE	Annual Full Time Salary for FTE	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	7/1/24-6/30/28
12	Admin/Contract Specialist	\$ 55,000	0.070	\$3,850	0.070	\$3,966	0.070	\$4,045	0.070	\$4,126	\$15,986
13	Resident Services Manager II	\$ 100,000	0.050	\$5,000	0.050	\$5,150	0.050	\$5,253	0.050	\$5,358	\$20,761
14	Associate Director, Senior Services	\$ 115,000	0.020	\$2,300	0.020	\$2,369	0.020	\$2,416	0.020	\$2,465	\$9,550
15											
16											
17											
18											
19											
20											
21											
22	TOTALS	\$270,000	0.140	\$11,150	0.140	\$11,485	0.140	\$11,714	0.140	\$11,948	\$46,297
23											
24											
25	EMPLOYEE FRINGE BENEFITS		28.0%	\$3,122	28.0%	\$3,216	28.0%	\$3,280	28.0%	\$3,346	\$12,963
26											
27											
28	TOTAL DAS SALARIES & BENEFITS			\$14,272		\$14,700		\$14,994		\$15,294	\$59,260
29											
30	DEVELOPER MATCH POSITION TITLE										
31	Resident Services Coordinator II	\$70,000	1.000	\$70,000	1.000	\$72,100	1.000	\$74,263	1.000	\$76,491	\$292,854
32											\$0
33											\$0
34											\$0
35											\$0
36											\$0
37	TOTALS	\$70,000	1.000	\$70,000	1.000	\$72,100	1.000	\$74,263	1.000	\$76,491	\$292,854
38											
39	EMPLOYEE FRINGE BENEFITS		28.0%	\$19,600	28.0%	\$20,188	28.0%	\$20,794	28.0%	\$21,417	\$81,999
40											
41	TOTAL DEVELOPER SALARIES & BENEFITS			\$89,600		\$92,288		\$95,057		\$97,908	\$374,853
42	TOTAL SALARIES & BENEFITS		1.140	\$103,872	1.140	\$106,988	1.140	\$110,051	1.140	\$113,202	\$434,113
43											
44	HSA #2										

	A	B	C	D	E	F	G	H	I	J	K	L	M
1													Appendix B, Page 3
2													Document Date: 3/1/2024
3													
4	Grantee Name: Mercy Housing California												
5	Program Name: 491 31st Avenue												
6													
7	Operating Expense Detail												
8													
9													TOTAL
10	<u>DAS EXPENDITURE CATEGORY</u>	<u>TERM</u>	<u>7/1/24-6/30/25</u>	<u>7/1/25-6/30/26</u>	<u>7/1/26-6/30/27</u>	<u>7/1/27-6/30/28</u>						<u>7/1/24-6/30/28</u>	
11	Rental of Property												
12	Utilities(Elec, Water, Gas, Phone, Garbage)												
13	Office Supplies, Postage		\$1,000	\$1,000	\$1,000	\$1,000							\$4,000
14	Building Maintenance and Repair												
15	Printing and Reproduction												
16	Insurance												
17	Staff Training		\$1,000	\$1,000	\$1,000	\$1,000							\$4,000
18	Staff Travel (Local & Out of Town)		\$400	\$400	\$400	\$400							\$1,600
19	Rental of Equipment												
20													
21	<u>CONSULTANTS</u>												
22	Consultant A												
23	Consultant B												
24	Consultant C												
25													
26	<u>OTHER</u>												
27													
28	Supplies for Monthly Community Projects & Events		\$20,270	\$20,995	\$21,493	\$22,000							\$84,758
30	Translation		\$1,500	\$1,500	\$1,500	\$1,500							\$6,000
31													
32	TOTAL DAS OPERATING EXPENSE		\$24,170	\$24,895	\$25,393	\$25,900							\$100,358
33													
34	<u>DEVELOPER MATCH OPERATING EXPENSE</u>												
35	Rental of Property												\$0
36	Utilities(Elec, Water, Gas, Phone, Garbage)												\$0
37	Office Supplies, Postage												\$0
38	Building Maintenance and Repair												\$0
39	Printing and Reproduction												\$0
40	Insurance												\$0
41	Staff Training												\$0
42	Staff Travel (Local & Out of Town)												\$0
43	Rental of Equipment												\$0
44													
45	TOTAL DEVELOPER OPERATING EXPENSE		\$0	\$0	\$0	\$0							\$0
46													
47	TOTAL OPERATING EXPENSE		\$24,170	\$24,895	\$25,393	\$25,900							\$100,358
48													
49	HSA #3												

Appendix A – Services to be Provided
Mercy Housing
RAD Housing Support Services at
JFK Towers (2451 Sacramento Street)
July 1, 2024 through June 30, 2028

I. Purpose

The Rental Assistance Demonstration (RAD) Program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 to 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	Human Services Agency's Contracts Administration Reporting and Billing Online (CARBON) system
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive 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, 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	Mercy Housing
Health and Wellness Services	Any service that supports and/or promotes tenants' health and well-being (i.e. Adult Day Health, nutrition programs, free health screenings, DAS services, etc.).
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 sex

	assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender nonbinary.
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, as 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.
MOHCD	Mayor's Office of Housing and Community Development
OCM	Office of Contract Management, San Francisco Human Services Agency
OCP	Office of Community Partnerships, Department of Disability and Aging Services
Older Adult	Person who is 60 years or older, used interchangeably with "senior."
RAD	Rental Assistance Demonstration
Senior	Person who is 60 years or older, used interchangeably with "older adult."
SF-HSA	Human Services Agency of the City and County of San Francisco.
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).

III. Target Population

This program is designed to serve all ethnicities and populations in Grantee's RAD converted housing units, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, clients must be:

- An older adult, aged 60 years or over *or*
- An adult with a disability, aged 18-59 *and*
- Residing in housing units at the locations indicated below

V. Location and Time of Services

Services will be provided at JFK Towers (2451 Sacramento Street, San Francisco, CA, 94115, Monday through Friday, during regular office hours of 8:30 a.m. to 5:30 p.m., excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open-house events, and emails (as available).
 - ii. Service Connection
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention, and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants in identifying and accessing community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.

- b. Conduct direct outreach to all tenants who become delinquent in rent payments, and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns or lease/house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenancies resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement
- a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS|OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS|OCP. Grantee will share the survey results with DAS|OCP by March 15th each grant year, or on a mutually agreed-upon date between DAS|OCP and Grantee.
 5. Grantee will hire, train, and supervise .44 FTE (leveraged and/or grant-funded) to provide services.
 6. Grantee will ensure adequate and culturally-competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS|OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.
 10. Grantee is a mandated reporter for witnessed or suspected elder abuse/neglect. Mandated reporter training is required annually for all program staff.
 11. Grantee will communicate and collaborate regularly with DAS to help provide logistical and operational support to the program, to provide quality services to tenants, and to strategize program direction and services provision.

VII. Service Objectives

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

- Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- Grantee will provide tenants with a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health- and wellness-related, and 65% all other.
- All (100%) of households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.
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 - Grantee will use the following standardized question: How strongly do you feel connected to and involved with the tenant/resident community at [site]? The options to answer should be “very strongly,” “strongly,” “somewhat,” and “not at all.”
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1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers into the grantee’s

database, using a DAS|OCP-approved intake form.

2. Annual and monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
 - a. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII (Outcome Objectives). This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th day of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants to whom services were provided annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected to and involved with their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
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 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
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7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10 (June-December data) and July 10 (January-June data).
8. Grantee will maintain an updated site chart, using the DAS|OCP approved form, with details about the program.
9. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable, and will take all reasonable efforts to implement HIPAA requirements.
10. Grantee will develop a grievance policy consistent with DAS|OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

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Principal Contract Manager, Office of Contract Management
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Rosemarie Tocchini
Rosemarie.Tocchini@sfgov.org
Program Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates; backup documentation for the units of service and all reporting; progress of service and outcome objectives; the methods by which participant records are collected and maintained; reporting performance; maintenance of service unit logs; agency and organization standards, including a current organizational chart and evidence of provision of annual training to staff in Elder Abuse Prevention and Reporting and Security Awareness; review of program operation, including a review of a written policies-and-procedures manual of all OCP-funded programs; written project income policies if applicable; grievance procedure (must be posted in the center/office and distributed to those consumers who are homebound); site chart with current hours of operation; a board of director list; whether services are provided

appropriately according to sections VII (Service Objectives) and VIII (Outcome Objectives); logs of service units based on hours of scheduled activities; sign-in sheets of consumers participating in each activity; and documentation showing the reported units of service are based on scheduled activities at the site.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, the quarterly balance sheet, the 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 the Personnel Manual, the Emergency Operations Plan, compliance with the Americans with Disabilities Act, subcontracts, 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: 3/1/2024
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Grantee Name:			Grant Term:		
6	Mercy Housing California			July 1, 2024 - June 30, 2028		
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: JFK Towers (RAD Seniors)					
10	Budget Reference Page No.(s)					TOTAL
11	Program Term	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
12	DAS Expenditures					
13	Salaries & Benefits	\$42,432	\$43,705	\$44,579	\$45,471	\$176,187
14	Operating Expense	\$28,576	\$29,433	\$30,022	\$30,622	\$118,653
15	Capital Expenditure					\$0
16	Subtotal	\$71,008	\$73,138	\$74,601	\$76,093	\$294,840
17	Indirect Percentage (%) (max. 15%)	15%	15%	15%	15%	15%
18	Indirect Cost (Line 16 X Line 17)	\$10,651	\$10,971	\$11,190	\$11,414	\$44,226
19	Total DAS Expenditures	\$81,659	\$84,109	\$85,791	\$87,507	\$339,066
20	Developer Match Expenditures					
21	Salaries & Benefits	\$67,200	\$69,216	\$71,292	\$73,431	\$281,140
22	Operating Expense	\$60,781	\$62,604	\$66,482	\$66,417	\$256,284
23	Capital Expenditure	\$0	\$0	\$0	\$0	\$0
24	Subtotal	\$127,981	\$131,820	\$137,774	\$139,848	\$537,424
25	Indirect Percentage (%)	10%	10%	10%	10%	10%
26	Indirect Cost (Line 16 X Line 17)	\$12,798	\$13,182	\$13,777	\$13,985	\$53,742
27	Total Developer Expenditures	\$140,779	\$145,002	\$151,552	\$153,833	\$591,166
28						
29	Total DAS and Developer Expenditures	\$222,438	\$229,111	\$237,343	\$241,340	\$930,232
30	DAS Revenues					
31	Local General Fund	\$81,659	\$84,109	\$85,791	\$87,507	\$339,066
32						
33						
34						
35						
36						
37						
38						
39	TOTAL DAS REVENUES	\$81,659	\$84,109	\$85,791	\$87,507	\$339,066
40	Developer Revenues					
41	Developer Match Funds	\$140,779	\$145,002	\$151,552	\$153,833	\$591,166
42						
43						
44						
45	Total Developer Revenues	\$140,779	\$145,002	\$151,552	\$153,833	\$591,166
46	Total Revenues	\$222,438	\$229,111	\$237,343	\$241,340	\$930,232
47	Full Time Equivalent (FTE)					
49	Prepared by:	Telephone No.			Date:	
50	HSA-CO Review Signature:	_____				
51	HSA #1					

	A	B	C	D	E	F	G	H	I	J	K	L	M
1													Appendix B, Page 3
2													Document Date: 3/1/2024
3													
4	Grantee Name: Mercy Housing California												
5	Program Name: JFK Towers												
6													
7	Operating Expense Detail												
8													
9													TOTAL
10	<u>DAS EXPENDITURE CATEGORY</u>	<u>TERM</u>	<u>7/1/24-6/30/25</u>	<u>7/1/25-6/30/26</u>	<u>7/1/26-6/30/27</u>	<u>7/1/27-6/30/28</u>						<u>7/1/24-6/30/28</u>	
11	Rental of Property												
12	Utilities(Elec, Water, Gas, Phone, Garbage)												
13	Office Supplies, Postage		\$1,000	\$1,000	\$1,000	\$1,000							\$4,000
14	Building Maintenance and Repair												
15	Printing and Reproduction												
16	Insurance												
17	Staff Training		\$1,000	\$1,000	\$1,000	\$1,000							\$4,000
18	Staff Travel (Local & Out of Town)		\$400	\$400	\$400	\$400							\$1,600
19	Rental of Equipment												
20													
21	<u>CONSULTANTS</u>												
22	Consultant A												
23	Consultant B												
24	Consultant C												
25													
26	<u>OTHER</u>												
27													
28	Supplies for Monthly Community Projects & Events		\$23,176	\$23,533	\$23,822	\$24,222							\$94,753
30	Translation		\$3,000	\$3,500	\$3,800	\$4,000							\$14,300
31													
32	TOTAL DAS OPERATING EXPENSE		\$28,576	\$29,433	\$30,022	\$30,622							\$118,653
33													
34	<u>DEVELOPER MATCH OPERATING EXPENSE</u>												
35	Rental of Property												\$0
36	Utilities(Elec, Water, Gas, Phone, Garbage)												\$0
37	Office Supplies, Postage												\$0
38	Building Maintenance and Repair												\$0
39	Printing and Reproduction												\$0
40	Insurance												\$0
41	Staff Training												\$0
42	Staff Travel (Local & Out of Town)												\$0
43	Other: Wellness Nurse 0.35 FTE		\$60,781	\$62,604	\$66,482	\$66,417							\$256,284
44													
45	TOTAL DEVELOPER OPERATING EXPENSE		\$60,781	\$62,604	\$66,482	\$66,417							\$256,284
46													
47	TOTAL OPERATING EXPENSE		\$89,357	\$92,037	\$96,504	\$97,039							\$374,937
48													
49	HSA #3												

**Appendix A – Services to be Provided
Tenderloin Neighborhood Development Corporation
RAD Housing Support Services at
320 and 330 Clementina Street
July 1, 2024 through June 30, 2028**

I. Purpose

The Rental Assistance Demonstration (RAD) Program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 to 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	Human Services Agency's Contracts Administration Reporting and Billing Online (CARBON) system
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive 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, 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	Tenderloin Neighborhood Development Corporation
Health and Wellness Services	Any service that supports and/or promotes tenants' health and well-being (i.e. Adult Day Health, nutrition programs, free health screenings, DAS services, etc.).
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 sex

	assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender nonbinary.
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, as 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.
MOHCD	Mayor's Office of Housing and Community Development
OCM	Office of Contract Management, San Francisco Human Services Agency
OCP	Office of Community Partnerships, Department of Disability and Aging Services
Older Adult	Person who is 60 years or older, used interchangeably with "senior."
RAD	Rental Assistance Demonstration
Senior	Person who is 60 years or older, used interchangeably with "older adult."
SF-HSA	Human Services Agency of the City and County of San Francisco.
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).

III. Target Population

This program is designed to serve all ethnicities and populations in Grantee's RAD converted housing units, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, clients must be:

- An older adult, aged 60 years or over *or*
- An adult with a disability, aged 18-59 *and*
- Residing in housing units at the locations indicated below

V. Location and Time of Services

Services will be provided at 320 and 330 Clementina Street, San Francisco, CA, 94103, Monday through Friday, during regular office hours of 8:30 a.m. to 5:00 p.m., excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open-house events, and emails (as available).
 - ii. Service Connection
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention, and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants in identifying and accessing community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.

- b. Conduct direct outreach to all tenants who become delinquent in rent payments, and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns or lease/house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenancies resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement
- a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS|OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS|OCP. Grantee will share the survey results with DAS|OCP by March 15th each grant year, or on a mutually agreed-upon date between DAS|OCP and Grantee.
 5. Grantee will hire, train, and supervise 2.93 FTE (leveraged and/or grant-funded) to provide services.
 6. Grantee will ensure adequate and culturally-competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS|OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.
 10. Grantee is a mandated reporter for witnessed or suspected elder abuse/neglect. Mandated reporter training is required annually for all program staff.
 11. Grantee will communicate and collaborate regularly with DAS to help provide logistical and operational support to the program, to provide quality services to tenants, and to strategize program direction and services provision.

VII. Service Objectives

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

- Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- Grantee will provide tenants with a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health- and wellness-related, and 65% all other.
- All (100%) of households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.
- Grantee will provide services to 100% of unduplicated tenants annually. Services can be individual services, community activities, and/or outreach.

VIII. Outcome Objectives

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

- Tenants will feel connected to and involved with their tenant/resident community. At least 50% of unduplicated residents participating in the annual survey will feel “strongly” or “very strongly” about being connected to and involved with their tenant/resident community.
 - Grantee will use the following standardized question: How strongly do you feel connected to and involved with the tenant/resident community at [site]? The options to answer should be “very strongly,” “strongly,” “somewhat,” and “not at all.”
- Tenants will have better access to resources improving their health and wellness. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness.
 - Grantee will use the following standardized question: Do you have better access to resources that increase your health and wellness? The options to answer should be “highly agree,” “agree,” “neutral,” “disagree,” and “highly disagree.”
- Tenants will have stable housing. At least 95% of households will have obtained and/or maintained reliable, secure, and stable housing that meets the needs of individuals and households.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers into the grantee’s

database, using a DAS|OCP-approved intake form.

2. Annual and monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
 - a. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII (Outcome Objectives). This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th day of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants to whom services were provided annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected to and involved with their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have obtained and/or maintained stable housing.
 - b. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII (Service Objectives). Grantee will enter the monthly metrics in the CARBON database by the 15th day of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed-upon date between DAS|OCP and the Grantee.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The Grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The Grantee must submit the report in CARBON.

6. Grantee will develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10 (June-December data) and July 10 (January-June data).
8. Grantee will maintain an updated site chart, using the DAS|OCP approved form, with details about the program.
9. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable, and will take all reasonable efforts to implement HIPAA requirements.
10. Grantee will develop a grievance policy consistent with DAS|OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio Duenas
Rocio.Duenas@sfgov.org
Principal Contract Manager, Office of Contract Management
Human Services Agency

or

Rosemarie Tocchini
Rosemarie.Tocchini@sfgov.org
Program Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates; backup documentation for the units of service and all reporting; progress of service and outcome objectives; the methods by which participant records are collected and maintained; reporting performance; maintenance of service unit logs; agency and organization standards, including a current organizational chart and evidence of provision of annual training to staff in Elder Abuse Prevention and Reporting and Security Awareness; review of program operation, including a review of a written policies-and-procedures manual of all OCP-funded programs; written project income policies if applicable; grievance procedure (must be posted in the center/office and distributed to those consumers who are homebound); site chart with current hours of operation; a board of director list; whether services are provided

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- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, the quarterly balance sheet, the 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 the Personnel Manual, the Emergency Operations Plan, compliance with the Americans with Disabilities Act, subcontracts, MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

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4	BY PROGRAM					
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6	Tenderloin Neighborhood Development Corp			July 1, 2024 - June 30, 2028		
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: 320-330 Clementina - RAD Supportive Services					
10	Budget Reference Page No.(s)					TOTAL
11	Program Term	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
12	DAS Expenditures					
13	Salaries & Benefits	\$312,798	\$322,182	\$328,625	\$335,198	\$1,298,802
14	Operating Expense	\$0	\$0	\$0	\$0	\$0
15	Capital Expenditure					\$0
16	Subtotal	\$312,798	\$322,182	\$328,625	\$335,198	\$1,298,802
17	Indirect Percentage (%) (max. 15%)	15%	15%	15%	15%	
18	Indirect Cost (Line 16 X Line 17)	\$46,920	\$48,327	\$49,294	\$50,280	\$194,820
19	Total DAS Expenditures	\$359,717	\$370,509	\$377,919	\$385,477	\$1,493,622
20	Developer Match Expenditures					
21	Salaries & Benefits	\$119,907	\$119,906	\$123,839	\$142,316	\$505,969
22	Operating Expense	\$20,963	\$20,963	\$17,030	\$0	\$58,956
23	Capital Expenditure	\$0	\$0	\$0	\$0	\$0
24	Subtotal	\$140,870	\$140,869	\$140,869	\$142,316	\$564,925
25	Indirect Percentage (%)	15%	15%	15%	15%	
26	Indirect Cost (Line 16 X Line 17)	\$21,130	\$21,130	\$21,130	\$21,347	\$84,739
27	Total Developer Expenditures	\$162,000	\$162,000	\$162,000	\$163,664	\$649,664
28						
29	Total DAS and Developer Expenditures	\$521,717	\$532,509	\$539,918	\$549,141	\$2,143,285
30	DAS Revenues					
31	Local General Fund	\$359,717	\$370,509	\$377,919	\$385,477	\$1,493,622
32						
33						
34						
35						
36						
37						
38						
39	TOTAL DAS REVENUES	\$359,717	\$370,509	\$377,919	\$385,477	\$1,493,622
40	Developer Revenues					
41	Developer Match Funds	\$162,000	\$162,000	\$162,000	\$163,664	\$649,664
42						
43						
44						
45	Total Developer Revenues	\$162,000	\$162,000	\$162,000	\$163,664	\$649,664
46	Total Revenues	\$521,717	\$532,509	\$539,918	\$549,141	\$2,143,285
47	Full Time Equivalent (FTE)					
49	Prepared by:	Telephone No.			Date:	
50	HSA-CO Review Signature:	_____				
51	HSA #1					

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4	Grantee Name: Tenderloin Neighborhood Development Corp										
5	Program Name: 320-330 Clementina - RAD Supportive Services										
6											
7											
8	Salaries & Benefits Detail										
9	DAS SALARIES & BENEFITS										
10			7/1/24-6/30/25		7/1/25-6/30/26		7/1/26-6/30/27		7/1/27-6/30/28		TOTAL
			Budgeted Salary		Budgeted Salary		Budgeted Salary		Budgeted Salary		
11	POSITION TITLE	Annual Full Time Salary for FTE	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	7/1/24-6/30/28
12	Service Coordinator	\$83,716	0.300	\$25,115	0.300	\$26,110	0.30	\$27,143	0.30	\$28,220	\$106,587
13	Service Coordinator	\$68,308	0.800	\$54,646	0.800	\$56,830	0.80	\$59,097	0.80	\$61,465	\$232,037
14	Service Coordinator	\$70,239	0.800	\$56,191	0.800	\$58,442	0.80	\$60,776	0.80	\$63,211	\$238,620
15	Supervisor	\$92,113	0.800	\$73,691	0.800	\$76,613	0.80	\$79,652	0.80	\$82,809	\$312,765
16	Supervisor	\$96,143	0.229	\$22,059	0.207	\$20,659	0.16	\$16,758	0.12	\$12,590	\$72,066
17											\$0
18											\$0
19											\$0
20											
21	TOTALS	\$410,520	2.929	\$231,702	2.907	\$238,653	2.861	\$243,426	2.816	\$248,295	\$962,076
22											
23											
24	EMPLOYEE FRINGE BENEFITS		35.0%	\$81,096	35.0%	\$83,529	35.0%	\$85,199	35.0%	\$86,903	\$336,727
25											
26											
27	TOTAL DAS SALARIES & BENEFITS			\$312,798		\$322,182		\$328,625		\$335,198	\$1,298,802
28											
29	DEVELOPER MATCH POSITION TITLE										
30	Service Coordinator	\$83,716	0.100	\$8,372	0.100	\$8,703	0.100	\$9,048	0.100	\$9,407	\$35,529
31	Service Coordinator	\$68,308	0.200	\$13,662	0.200	\$14,207	0.200	\$14,774	0.200	\$15,366	\$58,009
32	Service Coordinator	70,239	0.200	\$14,048	0.200	\$14,610	0.200	\$15,194	0.200	\$15,803	\$59,655
33	Supervisor	92,113	0.200	\$18,423	0.200	\$19,153	0.200	\$19,913	0.200	\$20,702	\$78,191
34	Supervisor	96,143	0.181	\$17,360	0.203	\$20,334	0.315	\$32,804	0.408	\$44,142	\$114,640
35	Director	\$115,003	0.147	\$16,956	0.099	\$11,811		\$0			\$28,767
36											\$0
37	TOTALS	\$525,523	1.028	\$88,820	1.002	\$88,819	1.015	\$91,733	1.108	\$105,420	\$374,792
38											
39	EMPLOYEE FRINGE BENEFITS		35.0%	\$31,087	35.0%	\$31,087	35.0%	\$32,106	35.0%	\$36,897	\$131,177
40											
41	TOTAL DEVELOPER SALARIES & BENEFITS			\$119,907		\$119,906		\$123,839		\$142,316	\$505,969
42	TOTAL SALARIES & BENEFITS		3.957	\$432,704	3.909	\$442,088	3.877	\$452,464	3.925	\$477,514	\$1,804,771
43											
44	HSA #2										

	A	B	C	D	E	F	G	H	I	J	K	L	M
1													Appendix B, Page 3
2													
3													
4	Grantee Name: Tenderloin Neighborhood Development Corp												
5	Program Name: 320-330 Clementina - RAD Supportive Services												
6													
7	Operating Expense Detail												
8													
9													
10	<u>DAS EXPENDITURE CATEGORY</u>	<u>TERM</u>	<u>7/1/24-6/30/25</u>	<u>7/1/25-6/30/26</u>	<u>7/1/26-6/30/27</u>	<u>7/1/27-6/30/28</u>						<u>TOTAL</u>	<u>7/1/24-6/30/28</u>
11	Rental of Property												\$0
12	Utilities(Elec, Water, Gas, Phone, Garbage)												\$0
13	Office Supplies, Postage												\$0
14	Building Maintenance and Repair												\$0
15	Printing and Reproduction												\$0
16	Insurance												\$0
17	Staff Training												\$0
18	Staff Travel (Local & Out of Town)												\$0
19	Rental of Equipment												\$0
20													
21	<u>CONSULTANTS</u>												
22	Consultant A												\$0
23	Consultant B												\$0
24	Consultant C												\$0
25													
26	<u>OTHER</u>												
27													
28													\$0
29													\$0
30													\$0
31													
32	TOTAL DAS OPERATING EXPENSE		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
33													
34	<u>DEVELOPER MATCH OPERATING EXPENSE</u>												
35	Rental of Property												\$0
36	Utilities(Elec, Water, Gas, Phone, Garbage)		\$720	\$720	\$720								\$2,160
37	Program/Office Supplies, Postage		\$5,520.00	\$5,520.00	\$5,520.00								\$16,560
38	Building Maintenance and Repair												\$0
39	Printing and Reproduction												\$0
40	Insurance												\$0
41	Pangea/AASC database		\$3,073	\$3,073	\$3,073								\$9,219
42	Staff Training		\$6,000	\$6,000	\$2,067								\$14,067
43	Staff Travel (Local & Out of Town)		\$850	\$850	\$850								\$2,550
44	Rental of Equipment												\$0
45	Other Outside Services		\$4,800	\$4,800	\$4,800								\$14,400
46													
47	TOTAL DEVELOPER OPERATING EXPENSE		\$20,963	\$20,963	\$17,030	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$58,956
48													
49	TOTAL OPERATING EXPENSE		\$20,963	\$20,963	\$17,030	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$58,956
50													
51	HSA #3												

**Appendix A – Services to be Provided
Tenderloin Neighborhood Development Corporation
RAD Housing Support Services at 430 Turk Street
July 1, 2024 through June 30, 2028**

I. Purpose

The Rental Assistance Demonstration (RAD) Program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 to 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	Human Services Agency's Contracts Administration Reporting and Billing Online (CARBON) system
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive 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, 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	Tenderloin Neighborhood Development Corporation
Health and Wellness Services	Any service that supports and/or promotes tenants' health and well-being (i.e. Adult Day Health, nutrition programs, free health screenings, DAS services, etc.).
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 sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual,

	transgender, genderqueer, and gender nonbinary.
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, as 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.
MOHCD	Mayor's Office of Housing and Community Development
OCM	Office of Contract Management, San Francisco Human Services Agency
OCP	Office of Community Partnerships, Department of Disability and Aging Services
Older Adult	Person who is 60 years or older, used interchangeably with "senior."
RAD	Rental Assistance Demonstration
Senior	Person who is 60 years or older, used interchangeably with "older adult."
SF-HSA	Human Services Agency of the City and County of San Francisco.
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).

III. Target Population

This program is designed to serve all ethnicities and populations in Grantee's RAD converted housing units, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, clients must be:

- An older adult, aged 60 years or over *or*
- An adult with a disability, aged 18-59 *and*
- Residing in housing units at the locations indicated below

V. Location and Time of Services

Services will be provided at 430 Turk Street, San Francisco, CA, 94102, Monday through Friday, during regular office hours of 8:30 a.m. to 5:00 p.m., excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open-house events, and emails (as available).
 - ii. Service Connection
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention, and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants in identifying and accessing community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent

payments, and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.

- c. Conduct direct outreach to all tenants who are experiencing safety concerns or lease/house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenancies resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement
- a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
- 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS|OCP policy memoranda.
 - 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 - 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS|OCP. Grantee will share the survey results with DAS|OCP by March 15th each grant year, or on a mutually agreed-upon date between DAS|OCP and Grantee.
 - 5. Grantee will hire, train, and supervise .72 FTE (leveraged and/or grant-funded) to provide services.
 - 6. Grantee will ensure adequate and culturally-competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
 - 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 - 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS|OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings as needed.
 - 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.
 - 10. Grantee is a mandated reporter for witnessed or suspected elder abuse/neglect. Mandated reporter training is required annually for all program staff.
 - 11. Grantee will communicate and collaborate regularly with DAS to help provide logistical and operational support to the program, to provide quality services to tenants, and to strategize program direction and services provision.

VII. Service Objectives

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

- Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- Grantee will provide tenants with a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health- and wellness-related, and 65% all other.
- All (100%) of households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.
- Grantee will provide services to 100% of unduplicated tenants annually. Services can be individual services, community activities, and/or outreach.

VIII. Outcome Objectives

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

- Tenants will feel connected to and involved with their tenant/resident community. At least 50% of unduplicated residents participating in the annual survey will feel “strongly” or “very strongly” about being connected to and involved with their tenant/resident community.
 - Grantee will use the following standardized question: How strongly do you feel connected to and involved with the tenant/resident community at [site]? The options to answer should be “very strongly,” “strongly,” “somewhat,” and “not at all.”
- Tenants will have better access to resources improving their health and wellness. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness.
 - Grantee will use the following standardized question: Do you have better access to resources that increase your health and wellness? The options to answer should be “highly agree,” “agree,” “neutral,” “disagree,” and “highly disagree.”
- Tenants will have stable housing. At least 95% of households will have obtained and/or maintained reliable, secure, and stable housing that meets the needs of individuals and households.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers into the grantee’s database, using a DAS|OCP-approved intake form.

2. Annual and monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
 - a. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII (Outcome Objectives). This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th day of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants to whom services were provided annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected to and involved with their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have obtained and/or maintained stable housing.
 - b. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII (Service Objectives). Grantee will enter the monthly metrics in the CARBON database by the 15th day of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed-upon date between DAS|OCP and the Grantee.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The Grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The Grantee must submit the report in CARBON.
6. Grantee will develop and deliver ad hoc reports as requested by SF-HSA, DAS, and

OCP.

7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10 (June-December data) and July 10 (January-June data).
8. Grantee will maintain an updated site chart, using the DAS|OCP approved form, with details about the program.
9. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable, and will take all reasonable efforts to implement HIPAA requirements.
10. Grantee will develop a grievance policy consistent with DAS|OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio Duenas
Rocio.Duenas@sfgov.org
Principal Contract Manager, Office of Contract Management
Human Services Agency

or

Rosemarie Tocchini
Rosemarie.Tocchini@sfgov.org
Program Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates; backup documentation for the units of service and all reporting; progress of service and outcome objectives; the methods by which participant records are collected and maintained; reporting performance; maintenance of service unit logs; agency and organization standards, including a current organizational chart and evidence of provision of annual training to staff in Elder Abuse Prevention and Reporting and Security Awareness; review of program operation, including a review of a written policies-and-procedures manual of all OCP-funded programs; written project income policies if applicable; grievance procedure (must be posted in the center/office and distributed to those consumers who are homebound); site chart with current hours of operation; a board of director list; whether services are provided appropriately according to sections VII (Service Objectives) and VIII

(Outcome Objectives); logs of service units based on hours of scheduled activities; sign-in sheets of consumers participating in each activity; and documentation showing the reported units of service are based on scheduled activities at the site.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, the quarterly balance sheet, the 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 the Personnel Manual, the Emergency Operations Plan, compliance with the Americans with Disabilities Act, subcontracts, 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						
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Grantee Name:			Grant Term:		
6	Tenderloin Neighborhood Development Corp			July 1, 2024 - June 30, 2028		
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: Rental Assistance Demonstration - 430 Turk Street					
10	Budget Reference Page No.(s)					TOTAL
11	Program Term	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
12	DAS Expenditures					
13	Salaries & Benefits	\$74,586	\$76,823	\$78,359	\$79,927	\$309,695
14	Operating Expense	\$0	\$0	\$0	\$0	\$0
15	Capital Expenditure					\$0
16	Subtotal	\$74,586	\$76,823	\$78,359	\$79,927	\$309,695
17	Indirect Percentage (%) (max. 15%)	15%	15%	15%	15%	
18	Indirect Cost (Line 16 X Line 17)	\$11,188	\$11,523	\$11,754	\$11,989	\$46,454
19	Total DAS Expenditures	\$85,773	\$88,346	\$90,113	\$91,916	\$356,148
20	Developer Match Expenditures					
21	Salaries & Benefits	\$61,485	\$64,675	\$68,794	\$73,104	\$268,058
22	Operating Expense	\$8,950	\$5,760	\$1,641	\$0	\$16,351
23	Capital Expenditure	\$0	\$0	\$0	\$0	\$0
24	Subtotal	\$70,435	\$70,435	\$70,435	\$73,104	\$284,409
25	Indirect Percentage (%)	15%	15%	15%	15%	
26	Indirect Cost (Line 16 X Line 17)	\$10,565	\$10,565	\$10,565	\$10,966	\$42,661
27	Total Developer Expenditures	\$81,000	\$81,000	\$81,000	\$84,070	\$327,070
28						
29	Total DAS and Developer Expenditures	\$166,774	\$169,346	\$171,113	\$175,986	\$683,219
30	DAS Revenues					
31	Local General Fund	\$85,773	\$88,346	\$90,113	\$91,916	\$356,148
32						
33						
34						
35						
36						
37						
38						
39	TOTAL DAS REVENUES	\$85,773	\$88,346	\$90,113	\$91,916	\$356,148
40	Developer Revenues					
41	Developer Match Funds	\$81,000	\$81,000	\$81,000	\$84,070	\$327,070
42						
43						
44						
45	Total Developer Revenues	\$81,000	\$81,000	\$81,000	\$84,070	\$327,070
46	Total Revenues	\$166,774	\$169,346	\$171,113	\$175,986	\$683,219
47	Full Time Equivalent (FTE)					
49	Prepared by:	Telephone No.			Date:	
50	HSA-CO Review Signature:	_____				
51	HSA #1					

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4	Grantee Name: Tenderloin Neighborhood Development Corp										
5	Program Name: Rental Assistance Demonstration - 430 Turk Street										
6											
7											
8	Salaries & Benefits Detail										
9	DAS SALARIES & BENEFITS										
10			7/1/24-6/30/25		7/1/25-6/30/26		7/1/26-6/30/27		7/1/27-6/30/28		TOTAL
			Budgeted Salary		Budgeted Salary		Budgeted Salary		Budgeted Salary		7/1/24-6/30/28
11	POSITION TITLE	Annual Full Time Salary for FTE	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	7/1/24-6/30/28
12	Service Coordinator	\$77,293	0.071	\$5,474	0.064	\$5,144	0.050	\$4,213	0.037	\$3,222	\$18,053
13	Service Coordinator	\$75,739	0.606	\$45,929	0.606	\$47,762	0.606	\$49,672	0.606	\$51,657	\$195,020
14	Supervisor	\$96,143	0.040	\$3,846	0.040	\$3,999	0.040	\$4,160	0.040	\$4,326	\$16,331
15											\$0
16											\$0
17											\$0
18											\$0
19											\$0
20											\$0
21											\$0
22	TOTALS	\$249,175	0.717	\$55,249	0.710	\$56,906	0.697	\$58,044	0.684	\$59,205	\$229,404
23											
24											
25	EMPLOYEE FRINGE BENEFITS		35.0%	\$19,337	35.0%	\$19,917	35.0%	\$20,315	35.0%	\$20,722	\$80,291
26											
27											
28	TOTAL DAS SALARIES & BENEFITS			\$74,586		\$76,823		\$78,359		\$79,927	\$309,695
29											
30	DEVELOPER MATCH POSITION TITLE										
31	Service Coordinator	\$77,293	0.079	\$6,120	0.086	\$6,909	0.100	\$8,320	0.113	\$9,808	\$31,157
32	Service Coordinator	\$75,739	0.394	\$29,810	0.394	\$31,000	0.394	\$32,239	0.394	\$33,528	\$126,578
33	Supervisor	96,143	0.100	\$9,614	0.100	\$9,998	0.100	\$10,399	0.100	\$10,815	\$40,827
34											\$0
35											\$0
36											\$0
37	TOTALS	\$249,175	0.573	\$45,545	0.580	\$47,908	0.593	\$50,958	0.607	\$54,151	\$198,562
38											
39	EMPLOYEE FRINGE BENEFITS		35.0%	\$15,941	35.0%	\$16,768	35.0%	\$17,835	35.0%	\$18,953	\$69,497
40											
41	TOTAL DEVELOPER SALARIES & BENEFITS			\$61,485		\$64,675		\$68,794		\$73,104	\$268,058
42	TOTAL SALARIES & BENEFITS		1.290	\$136,071	1.290	\$141,498	1.290	\$147,153	1.290	\$153,031	\$577,753
43											
44	HSA #2										

	A	B	C	D	E	F	G	H	I	J	K	L	M
1													Appendix B, Page 3
2													
3													
4	Grantee Name: Tenderloin Neighborhood Development Corp												
5	Program Name: Rental Assistance Demonstration - 430 Turk Street												
6													
7	Operating Expense Detail												
8													
9													TOTAL
10	<u>DAS EXPENDITURE CATEGORY</u>	<u>TERM</u>	<u>7/1/24-6/30/25</u>	<u>7/1/25-6/30/26</u>	<u>7/1/26-6/30/27</u>	<u>7/1/27-6/30/28</u>						<u>7/1/24-6/30/28</u>	
11	Rental of Property												\$0
12	Utilities(Elec, Water, Gas, Phone, Garbage)												\$0
13	Office Supplies, Postage												\$0
14	Building Maintenance and Repair												\$0
15	Printing and Reproduction												\$0
16	Insurance												\$0
17	Staff Training												\$0
18	Staff Travel (Local & Out of Town)												\$0
19	Rental of Equipment												\$0
20													
21	<u>CONSULTANTS</u>												
22	Consultant A												\$0
23	Consultant B												\$0
24	Consultant C												\$0
25													
26	<u>OTHER</u>												
27													
28													\$0
29													\$0
30													\$0
31													
32	TOTAL DAS OPERATING EXPENSE		\$0	\$0	\$0	\$0						\$0	
33													
34	<u>DEVELOPER MATCH OPERATING EXPENSE</u>												
35	Rental of Property												\$0
36	Utilities(Elec, Water, Gas, Phone, Garbage)		\$5,784	\$5,760	\$1,641								\$13,185
37	Program/Office Supplies, Postage		\$1,780										\$1,780
38	Building Maintenance and Repair												\$0
39	Printing and Reproduction												\$0
40	Insurance												\$0
41	Pangea/AASC database		\$994										\$994
42	Staff Training		\$192										\$192
43	Staff Travel (Local & Out of Town)		\$200										\$200
44	Rental of Equipment												\$0
45													
46	TOTAL DEVELOPER OPERATING EXPENSE		\$8,950	\$5,760	\$1,641	\$0						\$16,351	
47													
48	TOTAL OPERATING EXPENSE		\$8,950	\$5,760	\$1,641	\$0						\$16,351	
49													
50	HSA #3												

**Appendix A – Services to be Provided
Tenderloin Neighborhood Development Corporation
RAD Housing Support Services at
939-951 Eddy Street
July 1, 2024 through June 30, 2028**

I. Purpose

The Rental Assistance Demonstration (RAD) Program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 to 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	Human Services Agency's Contracts Administration Reporting and Billing Online (CARBON) system
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive 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, 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	Tenderloin Neighborhood Development Corporation
Health and Wellness Services	Any service that supports and/or promotes tenants' health and well-being (i.e. Adult Day Health, nutrition programs, free health screenings, DAS services, etc.).
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 sex

	assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender nonbinary.
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, as 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.
MOHCD	Mayor's Office of Housing and Community Development
OCM	Office of Contract Management, San Francisco Human Services Agency
OCP	Office of Community Partnerships, Department of Disability and Aging Services
Older Adult	Person who is 60 years or older, used interchangeably with "senior."
RAD	Rental Assistance Demonstration
Senior	Person who is 60 years or older, used interchangeably with "older adult."
SF-HSA	Human Services Agency of the City and County of San Francisco.
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).

III. Target Population

This program is designed to serve all ethnicities and populations in Grantee's RAD converted housing units, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, clients must be:

- An older adult, aged 60 years or over *or*
- An adult with a disability, aged 18-59 *and*
- Residing in housing units at the locations indicated below

V. Location and Time of Services

Services will be provided at 939-951 Eddy Street, San Francisco, CA, 94102, Monday through Friday, during regular office hours of 8:30 a.m. to 5:00 p.m., excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open-house events, and emails (as available).
 - ii. Service Connection
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention, and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants in identifying and accessing community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.

- b. Conduct direct outreach to all tenants who become delinquent in rent payments, and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns or lease/house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenancies resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement
- a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS|OCP policy memoranda.
 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS|OCP. Grantee will share the survey results with DAS|OCP by March 15th each grant year, or on a mutually agreed-upon date between DAS|OCP and Grantee.
 5. Grantee will hire, train, and supervise .4 FTE (leveraged and/or grant-funded) to provide services.
 6. Grantee will ensure adequate and culturally-competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS|OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings as needed.
 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.
 10. Grantee is a mandated reporter for witnessed or suspected elder abuse/neglect. Mandated reporter training is required annually for all program staff.
 11. Grantee will communicate and collaborate regularly with DAS to help provide logistical and operational support to the program, to provide quality services to tenants, and to strategize program direction and services provision.

VII. Service Objectives

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

- Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- Grantee will provide tenants with a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health- and wellness-related, and 65% all other.
- All (100%) of households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.
- Grantee will provide services to 100% of unduplicated tenants annually. Services can be individual services, community activities, and/or outreach.

VIII. Outcome Objectives

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

- Tenants will feel connected to and involved with their tenant/resident community. At least 50% of unduplicated residents participating in the annual survey will feel “strongly” or “very strongly” about being connected to and involved with their tenant/resident community.
 - Grantee will use the following standardized question: How strongly do you feel connected to and involved with the tenant/resident community at [site]? The options to answer should be “very strongly,” “strongly,” “somewhat,” and “not at all.”
- Tenants will have better access to resources improving their health and wellness. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness.
 - Grantee will use the following standardized question: Do you have better access to resources that increase your health and wellness? The options to answer should be “highly agree,” “agree,” “neutral,” “disagree,” and “highly disagree.”
- Tenants will have stable housing. At least 95% of households will have obtained and/or maintained reliable, secure, and stable housing that meets the needs of individuals and households.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers into the grantee’s

database, using a DAS|OCP-approved intake form.

2. Annual and monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
 - a. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII (Outcome Objectives). This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th day of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants to whom services were provided annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected to and involved with their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have obtained and/or maintained stable housing.
 - b. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII (Service Objectives). Grantee will enter the monthly metrics in the CARBON database by the 15th day of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed-upon date between DAS|OCP and the Grantee.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The Grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The Grantee must submit the report in CARBON.

6. Grantee will develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10 (June-December data) and July 10 (January-June data).
8. Grantee will maintain an updated site chart, using the DAS|OCP approved form, with details about the program.
9. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable, and will take all reasonable efforts to implement HIPAA requirements.
10. Grantee will develop a grievance policy consistent with DAS|OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio Duenas
Rocio.Duenas@sfgov.org
Principal Contract Manager, Office of Contract Management
Human Services Agency

or

Rosemarie Tocchini
Rosemarie.Tocchini@sfgov.org
Program Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates; backup documentation for the units of service and all reporting; progress of service and outcome objectives; the methods by which participant records are collected and maintained; reporting performance; maintenance of service unit logs; agency and organization standards, including a current organizational chart and evidence of provision of annual training to staff in Elder Abuse Prevention and Reporting and Security Awareness; review of program operation, including a review of a written policies-and-procedures manual of all OCP-funded programs; written project income policies if applicable; grievance procedure (must be posted in the center/office and distributed to those consumers who are homebound); site chart with current hours of operation; a board of director list; whether services are provided

appropriately according to sections VII (Service Objectives) and VIII (Outcome Objectives); logs of service units based on hours of scheduled activities; sign-in sheets of consumers participating in each activity; and documentation showing the reported units of service are based on scheduled activities at the site.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, the quarterly balance sheet, the 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 the Personnel Manual, the Emergency Operations Plan, compliance with the Americans with Disabilities Act, subcontracts, 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						
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Grantee Name:			Grant Term:		
6	Tenderloin Neighborhood Development Corp			July 1, 2024 - June 30, 2028		
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: Rental Assistance Demonstration - 939-951 Eddy Street					
10	Budget Reference Page No.(s)					TOTAL
11	Program Term	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
12	DAS Expenditures					
13	Salaries & Benefits	\$41,870	\$43,126	\$43,989	\$44,869	\$173,853
14	Operating Expense	\$0	\$0	\$0	\$0	\$0
15	Capital Expenditure					\$0
16	Subtotal	\$41,870	\$43,126	\$43,989	\$44,869	\$173,853
17	Indirect Percentage (%) (max. 15%)	15%	15%	15%	15%	
18	Indirect Cost (Line 16 X Line 17)	\$6,279	\$6,468	\$6,597	\$6,728	\$26,073
19	Total DAS Expenditures	\$48,149	\$49,594	\$50,586	\$51,597	\$199,926
20	Developer Match Expenditures					
21	Salaries & Benefits	\$67,920	\$71,008	\$74,668	\$78,489	\$292,085
22	Operating Expense	\$2,515	\$0	\$0	\$0	\$2,515
23	Capital Expenditure	\$0	\$0	\$0	\$0	\$0
24	Subtotal	\$70,434	\$71,008	\$74,668	\$78,489	\$294,599
25	Indirect Percentage (%)	15%	15%	15%	15%	
26	Indirect Cost (Line 16 X Line 17)	\$10,565	\$10,651	\$11,200	\$11,773	\$44,190
27	Total Developer Expenditures	\$81,000	\$81,659	\$85,868	\$90,263	\$338,789
28						
29	Total DAS and Developer Expenditures	\$129,149	\$131,253	\$136,454	\$141,860	\$538,716
30	DAS Revenues					
31	Local General Fund	\$48,149	\$49,594	\$50,586	\$51,597	\$199,926
32						
33						
34						
35						
36						
37						
38						
39	TOTAL DAS REVENUES	\$48,149	\$49,594	\$50,586	\$51,597	\$199,926
40	Developer Revenues					
41	Developer Match Funds	\$81,000	\$81,659	\$85,868	\$90,263	\$338,789
42						
43						
44						
45	Total Developer Revenues	\$81,000	\$81,659	\$85,868	\$90,263	\$338,789
46	Total Revenues	\$129,149	\$131,253	\$136,454	\$141,860	\$538,716
47	Full Time Equivalent (FTE)					
49	Prepared by:	Telephone No.			Date:	
50	HSA-CO Review Signature:	_____				
51	HSA #1					

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4	Grantee Name: Tenderloin Neighborhood Development Corp										
5	Program Name: Rental Assistance Demonstration - 939-951 Eddy Street										
6											
7	Salaries & Benefits Detail										
8											
9	DAS SALARIES & BENEFITS										
10			7/1/24-6/30/25		7/1/25-6/30/26		7/1/26-6/30/27		7/1/27-6/30/28		TOTAL
			Budgeted Salary		Budgeted Salary		Budgeted Salary		Budgeted Salary		
11	POSITION TITLE	Annual Full Time Salary for FTE	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	7/1/24-6/30/28
13	Service Coordinator	\$77,461	0.400	\$31,015	0.397	\$31,945	0.389	\$32,584	0.382	\$33,236	\$128,780
14											\$0
15											\$0
16											\$0
17											\$0
18											\$0
19											\$0
20											\$0
21											\$0
22	TOTALS	\$77,461	0.400	\$31,015	0.397	\$31,945	0.389	\$32,584	0.382	\$33,236	\$128,780
23											
24											
25	EMPLOYEE FRINGE BENEFITS		35.0%	\$10,855	35.0%	\$11,181	35.0%	\$11,404	35.0%	\$11,633	\$45,073
26											
27											
28	TOTAL DAS SALARIES & BENEFITS			\$41,870		\$43,126		\$43,989		\$44,869	\$173,853
29											
30	DEVELOPER MATCH POSITION TITLE										
31	Service Coordinator	\$77,293	0.050	\$3,865	0.050	\$4,018	0.050	\$4,177	0.050	\$4,343	\$16,403
32	Service Coordinator	\$77,461	0.600	\$46,446	0.603	\$48,580	0.611	\$51,132	0.618	\$53,797	\$199,956
33											\$0
34											\$0
35											\$0
36											\$0
37	TOTALS	\$154,754	0.650	\$50,311	0.653	\$52,598	0.661	\$55,310	0.668	\$58,140	\$216,359
38											
39	EMPLOYEE FRINGE BENEFITS		35.0%	\$17,609	35.0%	\$18,409	35.0%	\$19,358	35.0%	\$20,349	\$75,726
40											
41	TOTAL DEVELOPER SALARIES & BENEFITS			\$67,920		\$71,008		\$74,668		\$78,489	\$292,085
42	TOTAL SALARIES & BENEFITS		1.050	\$109,789	1.050	\$114,134	1.050	\$118,657	1.050	\$123,358	\$465,938
43											
44	HSA #2										

	A	B	C	D	E	F	G	H	I	J	K	L	M
1													Appendix B, Page 3
2													
3													
4	Grantee Name: Tenderloin Neighborhood Development Corp												
5	Program Name: Rental Assistance Demonstration - 939-951 Eddy Stree												
6													
7	Operating Expense Detail												
8													
9													TOTAL
10	<u>DAS EXPENDITURE CATEGORY</u>	<u>TERM</u>	<u>7/1/24-6/30/25</u>	<u>7/1/25-6/30/26</u>	<u>7/1/26-6/30/27</u>	<u>7/1/27-6/30/28</u>						<u>7/1/24-6/30/28</u>	
11	Rental of Property												\$0
12	Utilities(Elec, Water, Gas, Phone, Garbage)												\$0
13	Program/Office Supplies, Postage												\$0
14	Building Maintenance and Repair												\$0
15	Printing and Reproduction												\$0
16	Insurance												\$0
17	Staff Training												\$0
18	Staff Travel (Local & Out of Town)												\$0
19	Rental of Equipment												\$0
20													
21	<u>CONSULTANTS</u>												
22	Consultant A												\$0
23	Consultant B												\$0
24	Consultant C												\$0
25													
26	<u>OTHER</u>												
27													
28													\$0
29													\$0
30													\$0
31													
32	TOTAL DAS OPERATING EXPENSE		\$0	\$0	\$0	\$0							\$0
33													
34	<u>DEVELOPER MATCH OPERATING EXPENSE</u>												
35	Rental of Property												\$0
36	Utilities(Elec, Water, Gas, Phone, Garbage)												\$0
37	Program/Office Supplies, Postage		\$1,200.00										\$1,200
38	Building Maintenance and Repair												\$0
39	Printing and Reproduction												\$0
40	Insurance												\$0
41	Pangea/AASC database		\$877										\$877
42	Staff Training												\$0
43	Staff Travel (Local & Out of Town)		\$438										\$438
44	Rental of Equipment												\$0
45													
46	TOTAL DEVELOPER OPERATING EXPENSE		\$2,515	\$0	\$0	\$0							\$2,515
47													
48	TOTAL OPERATING EXPENSE		\$2,515	\$0	\$0	\$0							\$2,515
49													
50	HSA #3												

**Appendix A – Services to be Provided
Tenderloin Neighborhood Development Corporation
RAD Housing Support Services at
Rosa Parks (1251 Turk Street)
July 1, 2024 through June 30, 2028**

I. Purpose

The Rental Assistance Demonstration (RAD) Program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 to 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	Human Services Agency's Contracts Administration Reporting and Billing Online (CARBON) system
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive 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, 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	Tenderloin Neighborhood Development Corporation
Health and Wellness Services	Any service that supports and/or promotes tenants' health and well-being (i.e. Adult Day Health, nutrition programs, free health screenings, DAS services, etc.).
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 sex

	assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender nonbinary.
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, as 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.
MOHCD	Mayor's Office of Housing and Community Development
OCM	Office of Contract Management, San Francisco Human Services Agency
OCP	Office of Community Partnerships, Department of Disability and Aging Services
Older Adult	Person who is 60 years or older, used interchangeably with "senior."
RAD	Rental Assistance Demonstration
Senior	Person who is 60 years or older, used interchangeably with "older adult."
SF-HSA	Human Services Agency of the City and County of San Francisco.
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).

III. Target Population

This program is designed to serve all ethnicities and populations in Grantee's RAD converted housing units, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, clients must be:

- An older adult, aged 60 years or over *or*
- An adult with a disability, aged 18-59 *and*
- Residing in housing units at the locations indicated below

V. Location and Time of Services

Services will be provided at Rosa Parks Senior Housing, 1251 Turk Street, San Francisco, CA, 94115, Monday through Friday, during regular office hours of 8:30 a.m. to 5:00 p.m., excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open-house events, and emails (as available).
 - ii. Service Connection
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention, and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants in identifying and accessing community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.

- b. Conduct direct outreach to all tenants who become delinquent in rent payments, and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns or lease/house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenancies resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement
- a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
- 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS|OCP policy memoranda.
 - 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 - 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS|OCP. Grantee will share the survey results with DAS|OCP by March 15th each grant year, or on a mutually agreed-upon date between DAS|OCP and Grantee.
 - 5. Grantee will hire, train, and supervise 1.4 FTE (leveraged and/or grant-funded) to provide services.
 - 6. Grantee will ensure adequate and culturally-competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
 - 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 - 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS|OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings as needed.
 - 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.
 - 10. Grantee is a mandated reporter for witnessed or suspected elder abuse/neglect. Mandated reporter training is required annually for all program staff.
 - 11. Grantee will communicate and collaborate regularly with DAS to help provide logistical and operational support to the program, to provide quality services to tenants, and to strategize

program direction and services provision.

VII. Service Objectives

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

- Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- Grantee will provide tenants with a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health- and wellness-related, and 65% all other.
- All (100%) of households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.
- Grantee will provide services to 100% of unduplicated tenants annually. Services can be individual services, community activities, and/or outreach.

VIII. Outcome Objectives

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

- Tenants will feel connected to and involved with their tenant/resident community. At least 50% of unduplicated residents participating in the annual survey will feel “strongly” or “very strongly” about being connected to and involved with their tenant/resident community.
 - Grantee will use the following standardized question: How strongly do you feel connected to and involved with the tenant/resident community at [site]? The options to answer should be “very strongly,” “strongly,” “somewhat,” and “not at all.”
- Tenants will have better access to resources improving their health and wellness. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness.
 - Grantee will use the following standardized question: Do you have better access to resources that increase your health and wellness? The options to answer should be “highly agree,” “agree,” “neutral,” “disagree,” and “highly disagree.”
- Tenants will have stable housing. At least 95% of households will have obtained and/or maintained reliable, secure, and stable housing that meets the needs of individuals and households.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant

agreement by entering the consumer data obtained from consumers into the grantee's database, using a DAS|OCP-approved intake form.

2. Annual and monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
 - a. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII (Outcome Objectives). This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th day of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants to whom services were provided annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "strongly" or "very strongly" when asked about being connected to and involved with their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "agree" or "highly agree" when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have obtained and/or maintained stable housing.
 - b. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII (Service Objectives). Grantee will enter the monthly metrics in the CARBON database by the 15th day of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed-upon date between DAS|OCP and the Grantee.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The Grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The Grantee must submit the report in CARBON.

6. Grantee will develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10 (June-December data) and July 10 (January-June data).
8. Grantee will maintain an updated site chart, using the DAS|OCP approved form, with details about the program.
9. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable, and will take all reasonable efforts to implement HIPAA requirements.
10. Grantee will develop a grievance policy consistent with DAS|OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio Duenas
Rocio.Duenas@sfgov.org
Principal Contract Manager, Office of Contract Management
Human Services Agency

or

Rosemarie Tocchini
Rosemarie.Tocchini@sfgov.org
Program Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates; backup documentation for the units of service and all reporting; progress of service and outcome objectives; the methods by which participant records are collected and maintained; reporting performance; maintenance of service unit logs; agency and organization standards, including a current organizational chart and evidence of provision of annual training to staff in Elder Abuse Prevention and Reporting and Security Awareness; review of program operation, including a review of a written policies-and-procedures manual of all OCP-funded programs; written project income policies if applicable; grievance procedure (must be posted in the center/office and distributed to those consumers who are homebound); site chart with current

hours of operation; a board of director list; whether services are provided appropriately according to sections VII (Service Objectives) and VIII (Outcome Objectives); logs of service units based on hours of scheduled activities; sign-in sheets of consumers participating in each activity; and documentation showing the reported units of service are based on scheduled activities at the site.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, the quarterly balance sheet, the 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 the Personnel Manual, the Emergency Operations Plan, compliance with the Americans with Disabilities Act, subcontracts, 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						
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Grantee Name:			Grant Term:		
6	Tenderloin Neighborhood Development Corp			July 1, 2024 - June 30, 2028		
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: Rental Assistance Demonstration - Rosa Parks					
10	Budget Reference Page No.(s)					TOTAL
11	Program Term	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
12	DAS Expenditures					
13	Salaries & Benefits	\$152,018	\$156,578	\$159,710	\$162,905	\$631,211
14	Operating Expense	\$0	\$0	\$0	\$0	\$0
15	Capital Expenditure					\$0
16	Subtotal	\$152,018	\$156,578	\$159,710	\$162,905	\$631,211
17	Indirect Percentage (%) (max. 15%)	15%	15%	15%	15%	
18	Indirect Cost (Line 16 X Line 17)	\$22,803	\$23,488	\$23,957	\$24,436	\$94,683
19	Total DAS Expenditures	\$174,821	\$180,066	\$183,667	\$187,340	\$725,894
20	Developer Match Expenditures					
21	Salaries & Benefits	\$133,041	\$139,826	\$140,870	\$140,869	\$554,606
22	Operating Expense	\$7,829	\$1,044	\$0	\$0	\$8,872
23	Capital Expenditure	\$0	\$0	\$0	\$0	\$0
24	Subtotal	\$140,870	\$140,870	\$140,870	\$140,869	\$563,478
25	Indirect Percentage (%)	15%	15%	15%	15%	
26	Indirect Cost (Line 16 X Line 17)	\$21,130	\$21,130	\$21,130	\$21,130	\$84,522
27	Total Developer Expenditures	\$162,000	\$162,000	\$162,000	\$162,000	\$648,000
28						
29	Total DAS and Developer Expenditures	\$336,820	\$342,066	\$345,667	\$349,340	\$1,373,894
30	DAS Revenues					
31	Local General Fund	\$174,821	\$180,066	\$183,667	\$187,340	\$725,894
32						
33						
34						
35						
36						
37						
38						
39	TOTAL DAS REVENUES	\$174,821	\$180,066	\$183,667	\$187,340	\$725,894
40	Developer Revenues					
41	Developer Match Funds	\$162,000	\$162,000	\$162,000	\$162,000	\$648,000
42						
43						
44						
45	Total Developer Revenues	\$162,000	\$162,000	\$162,000	\$162,000	\$648,000
46	Total Revenues	\$336,820	\$342,066	\$345,667	\$349,340	\$1,373,894
47	Full Time Equivalent (FTE)					
49	Prepared by:	Telephone No.			Date:	
50	HSA-CO Review Signature:	_____				
51	HSA #1					

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4	Grantee Name: Tenderloin Neighborhood Development Corp										
5	Program Name: Rental Assistance Demonstration - Rosa Parks										
6											
7											
8	Salaries & Benefits Detail										
9	DAS SALARIES & BENEFITS										
10			7/1/24-6/30/25		7/1/25-6/30/26		7/1/26-6/30/27		7/1/27-6/30/28		TOTAL
			Budgeted Salary		Budgeted Salary		Budgeted Salary		Budgeted Salary		
11	POSITION TITLE	Annual Full Time Salary for FTE	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	7/1/24-6/30/28
12	Service Coordinator	\$77,293	0.300	\$23,188	0.300	\$24,107	0.300	\$25,065	0.300	\$26,053	\$98,413
13	Service Coordinator	\$72,569	0.578	\$41,909	0.578	\$43,582	0.578	\$45,327	0.578	\$47,146	\$177,964
14	Service Coordinator	\$83,716	0.200	\$16,743	0.200	\$17,407	0.200	\$18,095	0.200	\$18,813	\$71,058
15	Supervisor	\$96,143	0.320	\$30,766	0.309	\$30,888	0.287	\$29,817	0.265	\$28,658	\$120,129
16											\$0
17											\$0
18											\$0
19											\$0
20											\$0
21											\$0
22	TOTALS	\$329,722	1.398	\$112,606	1.386	\$115,984	1.364	\$118,304	1.342	\$120,670	\$467,564
23											
24											
25	EMPLOYEE FRINGE BENEFITS		35.0%	\$39,412	35.0%	\$40,594	35.0%	\$41,406	35.0%	\$42,235	\$163,647
26											
27											
28	TOTAL DAS SALARIES & BENEFITS			\$152,018		\$156,578		\$159,710		\$162,905	\$631,211
29											
30	DEVELOPER MATCH POSITION TITLE										
31	Service Coordinator	\$77,293	0.500	\$38,646	0.500	\$40,179	0.500	\$43,035	0.500	\$43,422	\$165,282
32	Service Coordinator	\$72,569	0.423	\$30,661	0.423	\$31,884	0.423	\$33,162	0.423	\$34,492	\$130,199
33	Service Coordinator	83,716	0.200	\$16,743	0.200	\$17,407	0.200	\$18,095	0.200	\$18,813	\$71,058
34	Supervisor	96,143	0.130	\$12,499	0.141	\$14,105	0.097	\$10,056	0.070	\$7,620	\$44,280
35											\$0
36											\$0
37	TOTALS	\$329,722	1.253	\$98,549	1.264	\$103,575	1.219	\$104,348	1.193	\$104,348	\$410,819
38											
39	EMPLOYEE FRINGE BENEFITS		35.0%	\$34,492	35.0%	\$36,251	35.0%	\$36,522	35.0%	\$36,522	\$143,787
40											
41	TOTAL DEVELOPER SALARIES & BENEFITS			\$133,041		\$139,826		\$140,870		\$140,869	\$554,606
42	TOTAL SALARIES & BENEFITS		2.650	\$285,059	2.650	\$296,404	2.583	\$300,580	2.535	\$303,774	\$1,185,817
43											
44	HSA #2										

	A	B	C	D	E	F	G	H	I	J	K	L	M
1													Appendix B, Page 3
2													
3													
4	Grantee Name: Tenderloin Neighborhood Development Corp												
5	Program Name: Rental Assistance Demonstration - Rosa Park												
6													
7	Operating Expense Detail												
8													
9													
10	<u>DAS EXPENDITURE CATEGORY</u>	<u>TERM</u>	<u>7/1/24-6/30/25</u>	<u>7/1/25-6/30/26</u>	<u>7/1/26-6/30/27</u>	<u>7/1/27-6/30/28</u>						TOTAL	
11	Rental of Property												\$0
12	Utilities(Elec, Water, Gas, Phone, Garbage)												\$0
13	Office Supplies, Postage												\$0
14	Building Maintenance and Repair												\$0
15	Printing and Reproduction												\$0
16	Insurance												\$0
17	Staff Training												\$0
18	Staff Travel (Local & Out of Town)												\$0
19	Rental of Equipment												\$0
20													
21	<u>CONSULTANTS</u>												
22	Consultant A												\$0
23	Consultant B												\$0
24	Consultant C												\$0
25													
26	<u>OTHER</u>												
27													
28													\$0
29													\$0
30													\$0
31													
32	TOTAL DAS OPERATING EXPENSE		\$0	\$0	\$0	\$0							\$0
33													
34	<u>DEVELOPER MATCH OPERATING EXPENSE</u>												
35	Rental of Property												\$0
36	Utilities(Elec, Water, Gas, Phone, Garbage)												\$0
37	Program/Office Supplies, Postage		\$3,960										\$3,960
38	Building Maintenance and Repair												\$0
39	Printing and Reproduction												\$0
40	Insurance												\$0
41	Pangea/AASC database		\$1,945	\$1,044									\$2,989
42	Staff Training		\$924										\$924
43	Staff Travel (Local & Out of Town)		\$1,000										\$1,000
44	Rental of Equipment												\$0
45													
46	TOTAL DEVELOPER OPERATING EXPENSE		\$7,829	\$1,044	\$0	\$0							\$8,872
47													
48	TOTAL OPERATING EXPENSE		\$7,829	\$1,044	\$0	\$0							\$8,872
49													
50	HSA #3												

**Appendix A – Services to be Provided
Tenderloin Neighborhood Development Corporation
RAD Housing Support Services at 350 Ellis Street
July 1, 2024 through June 30, 2028**

I. Purpose

The Rental Assistance Demonstration (RAD) Program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, and to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 to 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	Human Services Agency's Contracts Administration Reporting and Billing Online (CARBON) system
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive 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, 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	Tenderloin Neighborhood Development Corporation
Health and Wellness Services	Any service that supports and/or promotes tenants' health and well-being (i.e. Adult Day Health, nutrition programs, free health screenings, DAS services, etc.).
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 sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual,

	transgender, genderqueer, and gender nonbinary.
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, as 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.
MOHCD	Mayor's Office of Housing and Community Development
OCM	Office of Contract Management, San Francisco Human Services Agency
OCP	Office of Community Partnerships, Department of Disability and Aging Services
Older Adult	Person who is 60 years or older, used interchangeably with "senior."
RAD	Rental Assistance Demonstration
Senior	Person who is 60 years or older, used interchangeably with "older adult."
SF-HSA	Human Services Agency of the City and County of San Francisco.
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).

III. Target Population

This program is designed to serve all ethnicities and populations in Grantee's RAD converted housing units, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

IV. Eligibility for Services

To be eligible for services, clients must be:

- An older adult, aged 60 years or over *or*
- An adult with a disability, aged 18-59 *and*
- Residing in housing units at the locations indicated below

V. Location and Time of Services

Services will be provided at 350 Ellis Street, San Francisco, CA, 94102, Monday through Friday, during regular office hours of 8:30 a.m. to 5:00 p.m., excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

1. Grantee will provide four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open-house events, and emails (as available).
 - ii. Service Connection
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention, and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants in identifying and accessing community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent

payments, and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.

- c. Conduct direct outreach to all tenants who are experiencing safety concerns or lease/house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenancies resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement
- a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
- 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS|OCP policy memoranda.
 - 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
 - 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS|OCP. Grantee will share the survey results with DAS|OCP by March 15th each grant year, or on a mutually agreed-upon date between DAS|OCP and Grantee.
 - 5. Grantee will hire, train, and supervise .8 FTE (leveraged and/or grant-funded) to provide services.
 - 6. Grantee will ensure adequate and culturally-competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
 - 7. Grantee will ensure that units of service provided are tracked and distinguishable.
 - 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS|OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings as needed.
 - 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.
 - 10. Grantee is a mandated reporter for witnessed or suspected elder abuse/neglect. Mandated reporter training is required annually for all program staff.
 - 11. Grantee will communicate and collaborate regularly with DAS to help provide logistical and operational support to the program, to provide quality services to tenants, and to strategize program direction and services provision.

VII. Service Objectives

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

- Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- Grantee will provide tenants with a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health- and wellness-related, and 65% all other.
- All (100%) of households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.
- Grantee will provide services to 100% of unduplicated tenants annually. Services can be individual services, community activities, and/or outreach.

VIII. Outcome Objectives

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

- Tenants will feel connected to and involved with their tenant/resident community. At least 50% of unduplicated residents participating in the annual survey will feel “strongly” or “very strongly” about being connected to and involved with their tenant/resident community.
 - Grantee will use the following standardized question: How strongly do you feel connected to and involved with the tenant/resident community at [site]? The options to answer should be “very strongly,” “strongly,” “somewhat,” and “not at all.”
- Tenants will have better access to resources improving their health and wellness. At least 50% of unduplicated tenants participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness.
 - Grantee will use the following standardized question: Do you have better access to resources that increase your health and wellness? The options to answer should be “highly agree,” “agree,” “neutral,” “disagree,” and “highly disagree.”
- Tenants will have stable housing. At least 95% of households will have obtained and/or maintained reliable, secure, and stable housing that meets the needs of individuals and households.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers into the grantee’s database, using a DAS|OCP-approved intake form.

2. Annual and monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
 - a. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII (Outcome Objectives). This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th day of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants to whom services were provided annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected to and involved with their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have obtained and/or maintained stable housing.
 - b. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII (Service Objectives). Grantee will enter the monthly metrics in the CARBON database by the 15th day of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed-upon date between DAS|OCP and the Grantee.
4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The Grantee will maintain evidence of staff completion of these trainings.
5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The Grantee must submit the report in CARBON.
6. Grantee will develop and deliver ad hoc reports as requested by SF-HSA, DAS, and

OCP.

7. Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10 (June-December data) and July 10 (January-June data).
8. Grantee will maintain an updated site chart, using the DAS|OCP approved form, with details about the program.
9. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable, and will take all reasonable efforts to implement HIPAA requirements.
10. Grantee will develop a grievance policy consistent with DAS|OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio Duenas
Rocio.Duenas@sfgov.org
Principal Contract Manager, Office of Contract Management
Human Services Agency

or

Rosemarie Tocchini
Rosemarie.Tocchini@sfgov.org
Program Analyst, Office of Community Partnerships
Department of Disability and Aging Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates; backup documentation for the units of service and all reporting; progress of service and outcome objectives; the methods by which participant records are collected and maintained; reporting performance; maintenance of service unit logs; agency and organization standards, including a current organizational chart and evidence of provision of annual training to staff in Elder Abuse Prevention and Reporting and Security Awareness; review of program operation, including a review of a written policies-and-procedures manual of all OCP-funded programs; written project income policies if applicable; grievance procedure (must be posted in the center/office and distributed to those consumers who are homebound); site chart with current hours of operation; a board of director list; whether services are provided appropriately according to sections VII (Service Objectives) and VIII

(Outcome Objectives); logs of service units based on hours of scheduled activities; sign-in sheets of consumers participating in each activity; and documentation showing the reported units of service are based on scheduled activities at the site.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, the quarterly balance sheet, the 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 the Personnel Manual, the Emergency Operations Plan, compliance with the Americans with Disabilities Act, subcontracts, MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	E	F	G	H
1						Appendix B, Page 1
2						5/20/2024
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4						
5						
6	Grantee Name:			Grant Term:		
7	Tenderloin Neighborhood Development Corp			July 1, 2024 - June 30, 2028		
8	(Check One) <input checked="" type="checkbox"/> New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification					
9	If modification, Effective Date of Mod. No. of Mod.					
10	Program: 350 Ellis - Rental Assistance Demonstration					
11	Budget Reference Page No.(s)					TOTAL
12	Program Term	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
13						
14	DAS Expenditures					
15	Salaries & Benefits	\$69,278	\$69,278	\$69,278	\$69,278	\$277,113
16	Operating Expense	\$6,991	\$9,280	\$10,850	\$12,453	\$39,574
17	Capital Expenditure					
18	Subtotal	\$76,269	\$78,558	\$80,128	\$81,731	\$316,687
19	Indirect Percentage (%)	12%	12%	12%	12%	12%
20	Indirect Cost (Line 16 X Line 17)	\$9,152	\$9,427	\$9,615	\$9,808	\$38,002
21	Total DAS Expenditures	\$85,422	\$87,985	\$89,744	\$91,539	\$354,690
22	Developer Match Expenditures					
23	Salaries & Benefits	\$81,141	\$81,141	\$81,141	\$81,141	\$324,565
24	Operating Expense	\$10,872	\$14,093	\$17,426	\$20,876	\$63,267
25	Capital Expenditure					
26	Subtotal	\$92,013	\$95,234	\$98,567	\$102,017	\$387,832
27	Indirect Percentage (%)	12.00%	12.00%	12.00%	12.00%	12.00%
28	Indirect Cost (Line 16 X Line 17)	\$11,042	\$11,428	\$11,828	\$12,242	\$46,540
29	Total Developer Expenditures	\$103,055	\$106,662	\$110,395	\$114,259	\$434,371
30						
31	Total DAS and Developer Expenditures	\$188,476	\$194,648	\$200,139	\$205,798	\$789,061
32	DAS Revenues					
33	Local General Fund	\$85,422	\$87,985	\$89,744	\$91,539	\$354,690
34						
35						
36						
37						
38						
39						
40						
41	TOTAL DAS REVENUES	\$85,422	\$87,985	\$89,744	\$91,539	\$354,690
42	Developer Revenues					
43	Developer Match Funds	\$103,055	\$106,662	\$110,395	\$114,259	\$434,371
44						
45						
46						
47	Total Developer Revenues	\$103,055	\$106,662	\$110,395	\$114,259	\$434,371
48	Total Revenues	\$188,476	\$194,648	\$200,139	\$205,798	\$789,061
49	Full Time Equivalent (FTE)	1.70				
51	Prepared by: Ma. Cherlita Sumalpong		Telephone No. 415-674-6119			
52	HSA-CO Review Signature:					
53	HSA #1					

APPENDIX F - SITE CHART

Date: March 15, 2024

Fiscal Year: FY 2024 - 2028

Agency: Tenderloin Neighborhood Development Corporation

Contract Mailing Address: 201 Eddy St., San Francisco, CA 94102

Director: Katie Lamont, Co - CEO

Phone Number: 415.358.3921

Program: Sequoia Living Community Services

Program Manager: Melissa Parker

Phone Number: 510.353.3193

SITES: Name of Site	Clementina Towers	Rosa Parks	Eddy Street Apartments	Sala Burton
Address and Zip	330 Clementina St, San Francisco, 94103	1251 Turk St, San Francisco CA 94115	939-951 Eddy St, San Francisco CA 94109	430 Turk St, San Francisco, CA 94102
Phone Number	415 - 471 - 1493	415 - 567 - 0283	415 - 567 - 0283	415 - 775 - 7035
Fax Number	415 - 538 - 0951	415 - 567 - 0403	415 - 775 - 7038	415 - 861 - 8011
Neighborhood	SOMA	Western Addition	Tenderloin	Tenderloin
Supervisory District No.	District No. 6	District No. 5	District No. 5	District No. 5
Bus Line #	14, 8, 91, FLIXBUS 2062, LOWL, NOWL	14, 38, 5, 800	MUNI: 19, 31, & GGT: 101,	24, 31, 38, 5, NOWL
Person in Charge	Melissa Parker	Melissa Parker	Melissa Parker	Melissa Parker
Site Manager/Coordinator	John McDonald - Supervisor, Anthony Chen - RSC, Brittany Maxson - RSC, Victoriya Kushnir - RSC	Leon Schmidt - Supervisor, EdianBlair Schofield - RSC, Victoriya Kushnir - RSC, Jane Lam - RSC	Leon Schmidt - Supervisor, Anna Rendall - RSC, Jane Lam - RSC	Leon Schmidt - Supervisor, Madeline Snyder - RSC, Jane Lam - RSC
Additional Programs Offered at Site	Resident services - Information and referral, advocacy, case management, food distribution, exercise class, programs and activities,	Resident services - Information and referral, advocacy, case management, food distribution, programs and activities,	Resident services - Information and referral, advocacy, case management, food distribution, programs and activities,	Resident services - Information and referral, advocacy, case management, food distribution, exercise class, programs and activities,
Business Days	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed
	<input checked="" type="checkbox"/> Thur <input checked="" type="checkbox"/> Fri	<input checked="" type="checkbox"/> Thur <input checked="" type="checkbox"/> Fri	<input checked="" type="checkbox"/> Thur <input checked="" type="checkbox"/> Fri	<input checked="" type="checkbox"/> Thur <input checked="" type="checkbox"/> Fri
	<input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Sat <input type="checkbox"/> Sun
Business Hours	8:30 AM - 5PM	8:30 AM - 5PM	8:30 AM - 5PM	8:30 AM - 5PM
Hours of Scheduled Programming (for DAS - Funded Programs)	M-F 8:00am - 4:30pm	M-F 8:30am - 5:00pm	M-F 9:00am - 5:30pm	M-F 9:00am - 5:30pm
Total number of Service Days in FY	260	260	260	260
Number of Service Days Closed	8	8	8	8
Days Closed (list holidays closed)	New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas	New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas	New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas	New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

APPENDIX F - SITE CHART

Date: March 15, 2024

Fiscal Year: FY 2024-2028

Agency: Tenderloin Neighborhood Development Corporation

Contract Mailing Address: 330 Ellis St, San Francisco 94102

Phone Number: 415.358.3921

Director: Katie Lamont - Co CEO

Program: GLIDE Community Housing, Inc

Phone Number: 415-400-2635

Program Manager: Dante Thompson

SITES: Name of Site	Ellis Gardens				
Address and Zip	350 Ellis St, San Francisco CA 94102				
Phone Number	415 - 538 - 1401				
Fax Number	N/A				
Neighborhood	Tenderloin				
Supervisory District No.	District No. 5				
Bus Line #	30, 8, 5, 800, 90				
Person in Charge	Dante Thompson (Program Director)				
Site Manager/Coordinator	Mary Toney (Case Manager) & Jen Yin Ma (Case Manager)				
Additional Programs Offered at Site	Holiday celebrations, weekly food bank, coffee hour, community forum, community development , chair exercises, bingo, blood pressure checks and health education with nurse, table games, BINGO, Computer Skills				
Business Days	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thur <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun				
Business Hours	8:30 AM - 5PM				
Hours of Scheduled Programming (for DAS - Funded Programs)	9:00 AM - 5:30PM				
Total number of Service Days in FY	260				
Number of Service Days Closed	13				
Days Closed (list holidays closed)	Independence Day Labor Day Indigenous Peoples Day Veterans Day Thanksgiving Day Day After Thanksgiving Christmas Day New Year's Day Martin Luther King Jr. Day Presidents' Day César Chávez Day Memorial Day Juneteenth				
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No