



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

**MEMORANDUM**

Department of Benefits  
and Family Support

Department of Disability  
and Aging Services

P.O. Box 7988  
San Francisco, CA  
94120-7988  
[www.SFHSA.org](http://www.SFHSA.org)

**TO:** DISABILITY AND AGING SERVICES COMMISSION

**THROUGH:** KELLY DEARMAN, EXECUTIVE DIRECTOR

**FROM:** JILL NIELSEN, DEPUTY DIRECTOR  
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

**DATE:** JULY 3, 2024

**SUBJECT:** NEW CONTRACT: **COMPASSIONATE COMMUNITY CARE (FOR PROFIT)** TO PROVIDE EMERGENCY IN-HOME CARE SERVICES FOR OLDER ADULTS AND ADULTS WITH DISABILITIES

DS  
EE

**CONTRACT TERM:** 7/1/2024-6/30/2027

<b>CONTRACT AMOUNT:</b>	<u>New</u> \$180,000	<u>Contingency</u> \$18,000	<u>Total</u> \$198,000
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<b>ANNUAL AMOUNT:</b>	<u>FY24/25</u> \$60,000	<u>FY25/26</u> \$60,000	<u>FY26/27</u> \$60,000
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<b>FUNDING SOURCE:</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$54,000	\$126,000		\$18,000	\$198,000
<b>PERCENTAGE:</b>	30%	70%			100%



**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

The Department of Disability and Aging Services (DAS) requests authorization to enter into a new contract with Compassionate Community Care for the provision of Emergency In-Home Care Services to benefit clients served through Adult Protective Services (APS) programs for the period of July 1, 2024 to June 30, 2027 for an amount not to exceed of \$198,000. The purpose of this contract is to provide short-term services to older adults and adults with disabilities who are victims of abuse, including self-neglect.



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## **Background**

Adult Protective Services (APS) is an emergency response and crisis intervention program in San Francisco. It investigates allegations of abuse, neglect, self-neglect, and exploitation (ANSE) for older adults aged 60+ and adults with disabilities aged 18-59 who are considered dependent adults per state APS regulations. APS primarily focuses on investigating and producing findings on these allegations. Additionally, APS reports to law enforcement, makes referrals to support programs, and advocates for its clients. When resources allow, APS provides short-term emergency assistance to ensure the safety and wellbeing of its clients. This includes stepping in temporarily when existing in-home care programs are unable to meet the clients' needs, thereby preventing harm to their health and wellness.

## **Services to be Provided**

The proposed contract involves the provision of comprehensive in-home care services focusing on essential activities of daily living (ADLs) and instrumental activities of daily living (IADL) to support client safety and functionality in the least-restrictive environment. The core services include assistance with feeding, toileting, basic cleanup, medication reminders, food preparation, housekeeping, laundry, grocery shopping, and accompaniment to appointments. APS operates to support older adults and adults with disabilities in times of emergency and seeks to meet immediate client needs, as a bridge response in the time before traditional, longer-term services can be established, or in instances when the individual in need may not be eligible.

Operating on a 24/7 phone consultation and dispatch basis to ensure timely support, the Contractor will be able to staff the short-term in-home care needs with a same-day turnaround 90% of the time if scheduled by the close of business.

The deliverables focus on supporting clients for short-term emergency interventions that can avoid unnecessary hospitalizations and getting them connected to existing systems for in-home care as soon as safely possible.

## **Selection**

Contractor was selected through Informal Bid #1136, released May 2024.

## **Funding**

Funding for this contract is provided through a combination of state and local funds.

## **ATTACHMENTS**

- Appendix A - Services To Be Provided
- Appendix B - Calculation Of Charges

## Appendix A - Services to be Provided

### Compassionate Community Care Emergency In-Home Care Services July 1, 2024 – June 30, 2027

#### I. Purpose of Contract

The purpose of this contract is to provide short-term services to older adult and dependent adult victims of abuse, including self-neglect.

Compassionate Community Care has been serving clients in the city of San Francisco for the past 23 years, providing in-home services and geriatric care management to the senior population as well as individuals with needs in the community. Compassionate Community Care is an organization specifically focused on caring for individuals inside San Francisco. Compassionate Community Care has a strong track record of collaborating and partnering with community-based programs to provide caregivers in an expedited manner during urgent situations.

#### II. Definitions

**APS** Adult Protective Services

**Contractor** Compassionate Community Care

#### III. Priority Population

While this program is designed to serve all populations and ethnicities residing in San Francisco, the primary goal is to reach older adults and adults with disabilities who are the victims of abuse, including self-neglect, and are served by the APS program

#### IV. Description of Services

Services are time limited. This contract is not designed for 24-hour services. Duration of services is limited to 2 weeks for any particular case unless an extension is requested by APS.

Core activities shall include, but are not limited to:

- A. Feeding
- B. Toileting
- C. Basic cleanup of kitchen, bathroom, bedroom (for safety/functioning of client)
- D. Laundry (Instrumental Activities of Daily Living/IADL)
- E. Medication Reminders (IADL)
- F. Food prep (IADL)
- G. Housekeeping (IADL)
- H. Grocery Shopping (IADL)
- I. Accompany to appointments (IADL)

The following activities are excluded:

- A. Heavy cleaning
- B. Bedbug/pest treatment (assist client in prepping for pest abatement services only)

**V. Deliverables**

- A. Provide phone consult and dispatch of in-home care providers on a 24-hour basis, 7 days a week
- B. Dispatch in-home care providers with same-day turnaround for requests made by 5pm
- C. Work with clients with behavioral health and/or substance use disorders
- D. Agency may serve more than one client at a time
- E. The targeted units of services to be provided annually through this funding is 1,200 hours, with a target of 50 unique clients

**VI. Annual Service Objectives**

- A. 90% of clients referred are accepted
- B. 90% of clients accepted have service begin at the time requested by program
- C. 100% of services committed by dispatch will be fulfilled unless cancelled by client or by the APS program
- D. 100% of critical incidents will be reported to the designated APS worker and APS Section Manager within 24 hours with a quality improvement and response plan attached
  - 1. **Critical incident:** an actual or alleged event that creates the risk of serious harm to the health or welfare of a person. A critical incident may endanger or negatively impact the mental health and/or physical well-being of a person.
  - 2. **Reporting of Critical Incidents:**
    - a. Ensure the protection, safety, medical attention and support of the alleged victim
    - b. Call appropriate law enforcement agency (non-emergency) and obtain case number for incidents of abuse, caretaker neglect, and exploitation.
    - c. Notify SF APS (or SF APS Afterhours 5p-8a & weekends) call **(800) 814-0009** to report a critical incident has occurred, include a contact number, person's name, and details of the incident within 24 hours.

**VII. Annual Outcome Objectives**

- A. At least 80% of clients served are under 3 weeks in duration
- B. If annual contract billed for the full 1,200 hours, will serve at least 50 unique clients. If partially fulfilled, upon billing 600 hours, will have served at least 25 unique clients, if possible.
- C. At least 20 clients diverted from unnecessary hospitalization through the deliverables of this agreement

*Note: These numbers are fully dependent upon APS referrals and designed to indicate the emphasis on shorter term interventions with more clients.*

**VIII. Reporting Requirements**

- A. Contractor will provide a **monthly** report of activities, referencing the tasks as described in Section VI & VII – Service and Outcome Objectives. Contractor will enter the monthly metrics in the CARBON database by the 15<sup>th</sup> of the following month.
  - 1. Number of clients that were referred or consulted by APS. If client is consulted or referred and not ultimately served, provide reason, i.e.:
    - a. unable to meet timeline requested,
    - b. alternative resource identified,

- c. client hospitalized,
  - d. client not discharged from hospital,
  - e. client deceased prior to scheduled service,
  - f. client refused services,
  - g. client refused by the contractor,
  - h. no proper caregiver is available or willing to work,
  - i. and/or additional concerns as discussed with APS
- 2. Number of clients served
    - a. New clients
    - b. Clients carried over from the previous month
    - c. Average hours per client in the month
    - d. To include total hours served for clients in monthly report when scheduled hours have been fulfilled
  - 3. Report the number of clients that were diverted from an unnecessary hospitalization as a result of the acceptance.
  - 4. Report the reasons for denial for each referred APS client.
  - 5. Report the number of client Grievances that were filed during the reporting period.
  - 6. Report the number of Critical Incidents that were filed during the reporting period.
  - 7. Report the contractor response and quality improvement plan to the above mentioned Grievances and Critical Incidents.
  - 8. Report the number of clients that were referred by APS and presented with signs of cognitive impairment or dementia.
- B.** Contractor will provide a quarterly report of activities, referencing the tasks as described in Section VI & VII - Service and Outcome Objectives. Contractor will enter the quarterly metrics in the CARBON database by the 15<sup>th</sup> of the month following the end of the quarter.
- C.** Contractor will provide an **annual** report summarizing the contract activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Contractor. Contractor will enter the annual metrics in the CARBON database by the 15<sup>th</sup> of the month following the end of the program year.
- D.** Upon request, additional ad-hoc reports may be requested by the APS program.
- E.** Reports are to be submitted electronically to the following staff:

Jennifer Grant  
Contract Manager  
Jennifer.Grant@sfgov.org

Akiles Ceron  
Program Director  
Akiles.Ceron@sfgov.org

Benjamin Seiseddos  
Senior Analyst  
Ben. Seiseddos @sfgov.org

**IX. Monitoring Activities**

**A. Program Monitoring:**

Program monitoring will include review of client eligibility, and back-up documentation for reporting progress towards meeting service and outcome objectives.

**B. Fiscal Compliance and Contract Monitoring:**

Fiscal monitoring will include review of the Contractor's supporting documentation for selected invoices, cash receipts and disbursement journals. The program compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, review of service units and response timeliness, scheduling availability, review of contractor refusal of clients, and any critical incidents.

## Appendix B - Calculation of Charges

### Compassionate Community Care Emergency In-Home Care Services July 1, 2024 – June 30, 2027

- I. The City and County will reimburse the contractor for services provided based on the following schedule of rates for Fiscal Year 2024-2025:

Billable Service Unit	Proposed Rate per Unit
Base Rate (4 hour minimum)	\$50.50/hour
Below Minimum Rate (less than 4 hours)	\$60.50/hour
Cancellation Fee	Compassionate Care will invoice for the full request anytime service is not cancelled twenty-four (24) hours prior to the scheduled services, if the patient refuses services, or if there are other complications that prevent use of full hours requested
Holiday Rate (Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day)	\$75.75/hour (holiday begins/ends at midnight)

*Note: Hourly rates to increase by \$2.50/hour for Fiscal Year 2025-2026 and an additional \$2.50/hour for Fiscal Year 2026-2027.*

The exact time of services shall be determined by telephonic clock in/out by Compassionate Community Care employee at the client's residence; calculation by minutes will be shown on each invoice submitted to APS.

While charges will normally be calculated based on scheduled times requested by APS, client and/or the clients' responsible party, Compassionate Community Care reserves the right to invoice according to the actual time that the caregiver spent working for the client.

- II. Fees cover the following costs:
- a. Payroll (work hour and travel time)
  - b. ER FICA (Federal Insurance Contributions Act: Medicare and Social Security)
  - c. ER FUTA (Federal Unemployment)
  - d. ER SUTA (State Unemployment)
  - e. ER Employment Training Tax
  - f. ER Sick Leave Ordinance (San Francisco)
  - g. ER HCSO (Health Care Security Ordinance, San Francisco) (\$3.51/hour in 2024)
  - h. Unemployment and disability insurance
  - i. Workers Compensation
  - j. Other Insurance Costs

- k. Employees benefits including, but not limited to:
  - 401(k) and 401(k) matching
  - Dental, Vision and Medical insurance
  - Health savings account
  - Life insurance
  - Paid time off (vacation, holiday, etc.)
  - Professional development assistance
  - Employee Assistance Programs providing counseling
- l. Transportation
- m. Recruitment and training
- n. Caregiver referral bonus (up to \$300)
- o. Hiring processing fee: fingerprint, background checks (DOJ & FBI), TB test /Chest X-Ray/Blood test, Home Care Aide registration (\$35)
- p. Kantime (telephonic clock in/out by CCC caregivers)
- q. Administrative cost (including but not limited to scheduling and staffing for caregivers, care management 24/7, accounting, recruitment)
- r. Rent
- s. Home care license (\$5,603 in 2023)
- t. Other relevant miscellaneous costs

**III.** Contractor will invoice electronically on a monthly basis for actual services provided.

**IV. Annual amounts:**

- A.** Fiscal Year 2024-2025 – \$60,000
- B.** Fiscal Year 2025-2026 – \$60,000
- C.** Fiscal Year 2026-2027 – \$60,000

**Total (July 1, 2024 – June 30, 2027): \$180,000**