

Department of Benefits and Family Support

MEMORANDUM

Department of Disability and Aging Services

Office of Early Care and Education

P.O. Box 7988 San Francisco, CA 94120-7988 www.SFHSA.org TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: KELLY DEARMAN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR

ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: SEPTEMBER 4, 2024

SUBJECT: GRANT MODIFICATION: SWORDS TO

PLOWSHARES (NON-PROFIT) FOR PROVISION OF COMMUNITY SERVICES AT THE VETERANS DROP-IN CENTER (FORMERLY KNOWN AS COMMUNITY

SERVICES PROGRAM PILOT)

GRANT TERM: | Current | Modification | Revised | 7/01/22-6/30/27 | 9/1/24-6/30/27 | 7/01/22-6/30/27

GRANT AMOUNT: \$802,821 \$114,999 \$917,820

ANNUAL AMOUNT: FY 22/23 FY 23/24 FY 24/25 FY 25/26 FY 26/27

\$317,053 \$121,442 \$159,775 \$159,775 \$159,775

Funding SourceCountyStateFederalContingencyTotalFUNDING:\$917,820\$91,782\$1,009,602

PERCENTAGE: | 100% | 100%

Trent RhorerExecutive Director

London Breed

Mayor

The Department of Disability and Aging Services (DAS) requests authorization to modify the existing grant with Swords to Plowshares for the period of September 1, 2024 to June 30, 2027, in the additional amount of \$114,999, plus a 10% contingency for a revised total amount not to exceed \$1,009,602. The purpose of this modification is to expand staff capacity and services at the Veterans Community Center and continue to support the health and independence of older adults and adults with disabilities who are veterans.

Background

Findings from the 2022 Dignity Fund Community Needs Assessment show that many older adults and adults with disabilities who are military



veterans face unique challenges and barriers in accessing support and services in the community. There is a need for community service programming that will specifically serve veterans to promote socialization, help build community, and be supported by staff who are trained and knowledgeable in providing services to this target population. This program provides site-based services focused on the physical, social, psychological, economic, educational, recreational, and/or creative needs of participants. The programming maintains or improves the well-being of individuals by providing activities and services designed to support them to live independently in their own homes and communities, reduce social isolation, and serve as an access point for other home and community-based services.

Services to be Provided

Swords to Plowshares will develop and implement community services programming for military veterans living in San Francisco. The program will take place at the Veterans Drop-In Center at 1060 Howard Street. This will include the following:

- A. Activity Scheduling Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help participants maintain or enhance their level of functioning.
- B. Enhanced Outreach Formal outreach efforts and/or the provision of enhanced services to engage the target population. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for underserved areas, problem solving certain barriers to services (i.e. safety issues, transportation needs, etc.).
- C. Social Services The provision of one-on-one assistance to individuals that enables them to resolve problems. Assistance may include information and referral, completion of forms/applications, home visits, medical escort services, and emotional support by phone or in person.

Modification

This modification will allow Swords to Plowshares to expand services by adding a Licensed Vocational Nurse (LVN) to the team and support the salaries of existing staff including the Clinical Director of Non-Residential

Programs, the Service Center Program Manager, and the Community Case Manager. The funds will also support increased operational costs, such as rent, supplies, and building maintenance.

The Clinical Director of Non-Residential Programs is responsible for the program's design and its implementation as well as the coordination and administration of activities and outreach at the center. The Program Manager oversees the Veterans Community Center and facilitates the integration of the center's services with other services available to clients. The Community Case Manager conducts street outreach to veterans living among the unhoused, at the VA, and other spaces they frequent. Lastly, the licensed vocational nurse (LVN) provides medical case management by assisting veterans in applying for benefits and/or transporting veterans to appointments.

Changes to service objectives due to this modification are as follows:

- Unduplicated Consumers (UDC) 30 new consumers.
- Enhanced Outreach 50 new hours.
- Social Services 250 new hours.

Selection

Grantee was selected through Request for Proposals #994, which was competitively bid in May 2022.

Funding

Funding is provided through County General Funds.

ATTACHMENTS

Appendix A-2, Scope of Services Appendix B-2, Budget

Appendix A-2 – Services to Be Provided Swords to Plowshares Veterans Drop-In Center (Name change effective 9/4/2024)

July 1, 2022 – June 30, 2027

I. Purpose of Grant

The purpose of this grant is to provide community service programming for older adults and adults with disabilities who are military veterans and living in San Francisco. Community service programming includes the provision of activities and services intended to maintain or improve the well-being of program participants. The program offers healthy aging activities, socialization opportunities, one-on-one assistance, and other services to support the health and independence of veterans living in the community. This program also serves as an access point for other home and community-based services.

II. Definitions

Adult with a Disability	A person 18-59 years of age or older living with a disability.
At Risk of	To be considered at risk of institutionalization, a person must have, at a
Institutionalization	minimum, one of the following:
	1) functional impairment in a minimum of two Activities of Daily
	Living (ADL): eating, dressing, transfer, bathing, toileting, and
	grooming; or
	2) a medical condition to the extent requiring the level of care that
	would be provided in a nursing facility; or
	3) be unable to manage his/her own affairs due to emotional and/or
	cognitive impairment, evidenced by functional impairment in a
	minimum of three Instrumental Activities of Daily Living (IADLs):
	preparing meals, managing money, shopping for groceries or personal
	items, performing housework, using a telephone.
SF DAS GetCare	A web-based application that provides specific functionalities for
	contracted agencies to use to perform consumer
	intake/assessment/enrollment, record service objectives, run reports,
	etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive term and unifying term for persons who do not identify as
	White, who have been historically and systemically disadvantaged by
	institutionalized and interpersonal racism.
DAS	Department of Disability and Aging Services
Disability	A condition or combination of conditions that is attributable to a
	mental, cognitive or physical impairment, including hearing and visual
	impairments, that results in substantial functional limitations in one (1)
	or more of the following areas of major life activity: a) Self-care:
	activities of daily living (ADL), and instrumental activities of daily

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Veterans Drop-In Center 7/1/2022 - 6/30/2027

	living (IADL); b) Capacity for independent living and self-direction; c)
	Cognitive functioning, and emotional adjustment.
Grantee	Swords to Plowshares
HSA	Human Services Agency of the City and County of San Francisco
LGBTQ+	An acronym/term used to refer to persons who self-identify as non -
	heterosexual and/or whose gender identity does not correspond to their
	birth sex. This includes, but is not limited to, lesbian, gay, bisexual,
	transgender, genderqueer, and gender non-binary.
Limited English-Speaking	Any person who does not speak English well or is otherwise unable to
Proficiency	communicate effectively in English because English is not the person's
	primary language.
Low Income	Having income at or below 300% of the federal poverty line defined by
	the federal Bureau of the Census and published annually by the U.S.
	Department of Health and Human Services. This is only to be used by
	consumers to self-identify their income status, not to be used as a
	means test to qualify for the program.
OCM	Office of Contracts Management of the Human Services Agency
OCP	Office of Community Partnerships
Older Adult	Person who is 60 years or older, used interchangeably with senior.
Senior	Person who is 60 years or older, used interchangeably with older adult.
Socially Isolated	Having few social relationships and few people to interact with
	regularly.
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16
	amended the San Francisco Administrative Code to require City
	departments and contractors that provide health care and social services
	to seek to collect and analyze data concerning the sexual orientation
	and gender identity of the clients they serve (Chapter 104, Sections
	104.1 through 104.9).
Veteran	A person who served in any branch of the United States military.
UDC	Unduplicated consumer; An individual enrolled in the Community
	Services for Veterans as reflected in SF DAS GetCare and participates
	in the services offered by the program.

III. Target Population

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

- 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

- A resident of San Francisco and
- A veteran who is an older adult or an adult with a disability

V. Location and Time of Services

The program is located at the Swords to Plowshare Drop-In Center at 1060 Howard Street, San Francisco, CA 94103. Services are provided Monday through Friday, 8 a.m. to 5 p.m.

VI. Description of Services

- A. Grantee will develop and implement community service programming for military veterans living in San Francisco. The provision of programming may take place in a community center, in the community, over the phone, virtually over the internet, and through other effective means of communication and connection. Community service programming shall consist of activities and services that focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older adults and adults with disabilities. The categories of community service programming include the following:
 - 1. Activity Scheduling Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help participants maintain or enhance their level of functioning.
 - 2. Enhanced Outreach Formal outreach efforts and/or the provision of enhanced services to engage the target population. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for underserved areas, problem solving certain barriers to services (i.e. safety issues, transportation needs, etc.).
 - 3. Social Services The provision of one-on-one assistance to individuals that enables them to resolve problems. Assistance may include information and referral, completion of forms/applications, home visits, medical escort services, and emotional support by phone or in person.
- B. Grantee will develop and maintain a site chart using a DAS OCP approved format. The site chart will include details about the community service site. The grantee will submit the site chart to DAS OCP for approval.
- C. Grantee will ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the participants, and adhere to all the program standards.
- D. Grantee will develop and maintain an enhanced outreach plan that entails strategies and practices to promote program offerings and services to the target population and support participation. The plan may include subcontractor agreements and/or memorandums of understanding.
- E. Grantee will continue to follow guidance or instructions from health care providers, the Centers for Disease Control and Prevention (CDC), California Department of Public Health (CDPH), and local health departments relating to COVID-19. If there are contradictory requirements between the most current CDC, CDPH, and local health department guidance or health order, grantee should follow the strictest requirements. The grantee will follow the requirements with the intent to maximize the health and safety of their staff and clients receiving services.

VII. Service Objectives

On an annual basis, grantee will meet the following Services Objectives:

Service Objective	FY 22-23	FY 23-24	FY 24-27								
	(with Addback)										
Unduplicated Consumer (UDC)	250	120	150								
Activity Scheduling	1,300	1,000	1,000								
Enhanced Outreach	400	400	450								
Social Services	300	450									
One (1) uni	One (1) unit of service = One (1) hour of service provision										

VIII. Outcome Objectives

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

- A. Veterans served will report new knowledge or services available to them in San Francisco. Target: 80%
- B. Veterans served will report a greater sense of connection to their community. Target: 80%
- C. Veterans served will report that program participation has helped them live independently. Target: 80%
- D. Veterans served will report that program participation has helped maintain or improve their well-being. Target: 80%
- E. Veterans served will rate the services they received as excellent or good. Target: 80%

IX. Reporting and Other Requirements

- A. Grantee will enroll eligible participants into the program by entering required consumer information using a DAS approved intake form into SF DAS GetCare in a timely basis.
- B. Grantee will enter into the SF DAS GetCare Service Units section all the units of service defined in Section VII by the 5th working day of the month for the preceding month. Grantee will ensure that units of service provided are tracked and distinguishable.
- C. Grantee will enter in CARBON the annual Outcome Objective metrics as defined in Section VIII by the 15th of the month following the end of the program year.
- D. 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 each grant year and must be submitted in CARBON.
- E. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using a DAS OCP approved intake form, into the SF DAS GetCare database. This will include SOGI data.
- F. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- G. Program staff are required to complete an Elder Abuse Mandated Reporter and a Security Awareness training annually. Grantee must provide proof of completion of these trainings.
- H. Grantee will develop and deliver ad hoc reports as requested by HSA, DAS, and/or OCP.

^{*}Based on an annual consumer satisfaction survey approved by DAS and a response rate of at least 35% of the UDC enrolled in the program at the time the grantee administers the survey.

- I. Grantee must be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent possible.
- J. Grantee must develop a manual of policies and procedures for all aspects of the program, including a grievance policy and project income policy, that are consistent with DAS OCP policy memorandum.
- K. For assistance with reporting requirements or submission of reports, please contact:

Lauren Jarrell
Program Manager
Office of Community Partnerships
lauren.jarrell@sfgov.org

Tara Alvarez
Contract Manager
Office of Contract Management
tara.alvarez@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of program operations, reporting, and outcomes for compliance to specific program standards and requirements. This includes, but not limited to, the following: Participant records (physical and electronic), client eligibility and targeted mandates, documentation in SF DAS GetCare and/or CARBON, service logs for units of services, sign-in sheets for consumer participation, hours of operations, time studies (if applicable), organizational charts, list of governing board members, evidence of provision of staff training on the topics of Elder Abuse Mandated Reporter and Security Awareness, program staff qualifications, staffing levels and types, written policies and procedures of all aspects of the program, project income policy, grievance procedures, outreach materials, activity calendars, results of annual satisfaction surveys, progress towards service and outcome objectives, and accessibility and safety of facilities.
- B. <u>Fiscal Monitoring</u>: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

Appendix B-2, Page 1 Document Date: 9/4/2024

				HUMAN SE	RVICES AGENO		MMARY					
					BY PRO	GRAM						
Name												Term
Swords to Plowshares												7/1/22 - 6/30/27
(Check One) New Renewal _	■ Modification	_X										
If modification, Effective Date of Mod. 9/4/	24 No. of Mod	i. 2										
Program: Veterans Drop-In Center	1							1			1	
Budget Reference Page No.(s)			Original	Modification	Total	Original	Modification	Total	Original	Modification	Total	(Total)
Program Term	7/1/22 - 6/30/23	7/1/23 - 6/30/24	7/1/24 - 6/30/25	9/1/24 - 6/30/25	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/25 - 6/30/26	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/26 - 6/30/27	7/1/26 - 6/30/27	7/1/22 - 6/30/27
DAS Expenditures												
Salaries & Benefits	\$243,237	\$96,982	\$90,190	\$31,153	\$121,343	\$90,190	\$31,153	\$121,343	\$90,190	\$31,153	\$121,343	\$704,248
Operating Expenses	\$44,993	\$13,440	\$20,212	\$3,695	\$23,907	\$20,212	\$3,695	\$23,907	\$20,212	\$3,695	\$23,907	\$130,154
Subtotal	\$288,230	\$110,422	\$110,402	\$34,848	\$145,250	\$110,402	\$34,848	\$145,250	\$110,402	\$34,848	\$145,250	\$834,402
Indirect Percentage (%)	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%
Indirect Cost	\$28,823	\$11,020	\$11,040	\$3,485	\$14,525	\$11,040	\$3,485	\$14,525	\$11,040	\$3,485	\$14,525	\$83,418
Capital/Subcontractor Expenditures												
Total DAS Expenditures	\$317,053	\$121,442	\$121,442	\$38,333	\$159,775	\$121,442	\$38,333	\$159,775	\$121,442	\$38,333	\$159,775	\$917,820
DAS Revenues												
General Funds	\$112,551	\$112,551	\$112,551		\$112,551	\$112,551		\$112,551	\$112,551		\$112,551	\$562,755
CODB	\$4,502	\$8,891	\$8,891		\$8,891	\$8,891		\$8,891	\$8,891		\$8,891	\$40,066
Addback	\$200,000											\$200,000
ОТО				\$38,333	\$38,333		\$38,333	\$38,333		\$38,333	\$38,333	\$114,999
Total DAS Revenue	\$317,053	\$121,442	\$121,442	\$38,333	\$159,775	\$121,442	\$38,333	\$159,775	\$121,442	\$38,333	\$159,775	\$917,820
Non DAS Revenues												
Total Non DAS Revenue												
Total Holl Bro Novellae												
TOTAL DAS AND NON DAS REVENUE	\$317,053	\$121,442	\$121,442	\$38,333	\$159,775	\$121,442	\$38,333	\$159,775	\$121,442	\$38,333	\$159,775	\$917,820
Full Time Equivalent (FTE)	6.00	3.00	4.00			4.00			4.00			21.00

Program: Veterans Drop-In Center															Ap	pendix B-2, Page 2
							Salar	ies & Benefits I	Detail							
							Original	Modification	Total	Original	Modification	Total	Original	Modification	Total	(Total)
DAS Salaries & Benefits	Agency T	otals	HSA Prog	ram	7/1/22 - 6/30/23	7/1/23 - 6/30/24	7/1/24 - 6/30/25	9/1/24 - 6/30/25	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/25 - 6/30/26	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/26 - 6/30/27	7/1/26 - 6/30/27	7/1/22 - 6/30/27
Darlitan Title	Annual Full Time Salary for	T-4-1 ETE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Dudanted Onland	Dudanted Onland	Duda da di Oslani	Dudanta d Oalaan	Design to d Only	Dudanted Onland	Dudanted Onland	Dudanta d Onland	Dudantad Onland	Dudanted Orland	Dudanta d Oalaan	Dudantal Calani
Position Title Clinical Director of Support Services	FTE \$124,200	Total FTE 1.00	(Max 100%)	0.15		\$12,708	Budgeted Salary \$9,403	\$4,030	\$13,433	\$9,403	\$4,030	\$13,433	\$9,403	\$4,030	\$13,433	\$71,637
	\$78,911	1.00	74%	0.15	\$10,030	\$12,700	\$9,403	\$4,030	\$13,433	\$25,650	\$4,030	\$13,433	\$25.650	\$4,030	\$13,433	\$189,803
Service Center Program Manager Community Case Manager	\$78,911	1.00	28%	0.74	\$39,456	\$47,747	\$25,650	\$8,550	\$34,200 \$16.047	\$25,650	\$8,550	\$34,200 \$16.047	\$25,650	\$8,550	\$34,200 \$16.047	\$189,803
Licensed Vocational Nurse	\$54,000	1.00	28%	0.28			\$19,916	\$11,950	\$31,866	\$19,916	\$11,950	\$31,866	\$19,916	\$11,950	\$31,866	\$95,598
Client Services Navigator	\$54,781	1.00	65%	0.26	\$27.391	\$13,577	\$19,916	\$11,950	\$31,000	\$19,910	\$11,950	\$31,000	\$19,910	\$11,950	\$31,000	\$40,968
Peer Specialist	\$52,000	1.00	35%	0.05		\$15,577										\$31,200
Licensed Psychiatric Technician (LPT)	\$69,000	1.00	5570	0.00	\$69,000											\$69,000
Elcensed Esychiatric Technician (EFT)	\$09,000				φ05,000											\$09,000
Totals	\$487,673	6.00	245%	2.45	\$185,677	\$74,032	\$71,016	\$24,530	\$95,546	\$71,016	\$24,530	\$95,546	\$71,016	\$24,530	\$95,546	\$546,347
Fringe Benefits Rate	31%				31%											
Employee Fringe Benefits	\$151,179				\$57,560	\$22,950	\$19,174	\$6,623	\$25,797	\$19,174	\$6,623	\$25,797	\$19,174	\$6,623	\$25,797	\$157,901
Linproyee Fringe Deficits	φ151,179				\$57,560	\$22,950	\$19,174	\$0,023	\$25,797	\$19,174	\$0,023	\$25,797	\$19,174	\$0,023	\$25,797	\$157,901
Total DAS Salaries and Benefits	\$638,852				\$243,237	\$96,982	\$90,190	\$31,153	\$121,343	\$90,190	\$31,153	\$121,343	\$90,190	\$31,153	\$121,343	\$704,248
HSA #2																

Program: Veterans Drop-In Center											Ар	pendix B-2, Page 3
Operating Expense Detail Original Modification Total Original Modification Total Original Modification Total (Total Total Original Modification Total Original Original Modification Total Original Original Modification Total Original Original Original Modification Total Original Orig												
		Original Modification Total Original Modification Total Original Total Original Total Original Origina										
	7/1/22 - 6/30/23	7/1/23 - 6/30/24	7/1/24 - 6/30/25	9/1/24 - 6/30/25	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/25 - 6/30/26	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/26 - 6/30/27	7/1/26 - 6/30/27	7/1/22 - 6/30/27
DAS Operating Expenses												
Expenditure Category	\$45,000	\$5.470	*** 000	** ***	\$45.050	*** ***	* 0.000	\$45.050	*** ***	*0.000	\$45.050	\$05.040
Rental of Property	\$15,000	\$5,172	\$11,393	\$3,666	\$15,059	\$11,393	\$3,666	\$15,059	\$11,393	\$3,666	\$15,059	\$65,349
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$3,000	\$1,536	\$1,375 \$1,424	\$29	\$1,375	\$1,375 \$1,424	\$29	\$1,375	\$1,375 \$1,424	\$29	\$1,375	\$8,661
Office Supplies, Postage	\$6,670	\$2,501		\$29	\$1,453		\$29			\$29	\$1,453	\$13,530
Building Maintenance Supplies and Repair	\$3,250 \$200	\$300 \$108	\$2,500		\$2,500	\$2,500		\$2,500	\$2,500		\$2,500	\$11,050
Printing and Reproduction	\$200 \$1,180	\$108 \$542	\$520		\$520	\$520		\$520	\$520		\$520	\$308 \$3,282
Insurance Staff Training	\$1,100	\$542	\$520		\$520	\$520		\$520	\$520		\$520	\$3,202
Staff Travel												
Rental of Equipment												
Consultants												
Gonsaltanto												
Other												
Client Support Services (Client Activities)	\$15,693	\$3,281	\$3,000		\$3,000	\$3,000		\$3,000	\$3,000		\$3,000	\$27,974
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				-								
Total DAS Operating Expenses	\$44,993	\$13,440	\$20,212	\$3,695	\$23,907	\$20,212	\$3,695	\$23,907	\$20,212	\$3,695	\$23,907	\$130,154
HSA #3												