



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

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London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: KELLY DEARMAN, EXECUTIVE DIRECTOR

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

DATE: NOVEMBER 2, 2022

SUBJECT: GRANT MODIFICATION: **SWORDS TO PLOWSHARES (NON-PROFIT)** FOR PROVISION OF COMMUNITY SERVICES FOR VETERANS

DS
EB

GRANT TERM:	<u>Current</u>	<u>Modification</u>	<u>Total</u>
	7/1/2022- 6/30/2027	11/1/2022- 6/30/2023	7/1/2022- 6/30/2027

GRANT AMOUNT:	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
	\$562,755	\$222,510	\$785,265	\$78,527	\$863,792
ANNUAL AMOUNT:	<u>FY22/23</u>	<u>FY23/24</u>	<u>FY24/25</u>	<u>FY25/26</u>	<u>FY26/27</u>
	\$317,053	\$117,053	\$117,053	\$117,053	\$117,053

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$785,265			\$78,527	\$863,792
PERCENTAGE:	100%				100%

The Department of Disability and Aging Services (DAS) requests authorization to modify the existing grant with Swords to Plowshares for the period of November 1, 2022 to June 30, 2023, in the additional amount of \$222,510 plus a 10% contingency for a revised total amount not to exceed \$863,792. The purpose of this modification is to increase staff capacity and expand the services offered at the Veterans Community Center.

Background

Findings from the 2022 Dignity Fund Community Needs Assessment showed that many older adults and adults with disabilities who are military veterans face unique challenges and barriers in accessing support services in the community. There is a need for community service programming specifically for veterans that will promote socialization, build community, and be supported by staff who are trained and knowledgeable in providing services to this population. A community service 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/services designed to support them living independently in their homes and communities, reduces social isolation, and serves as an access point for other essential services. Community Service programming includes four categories: activity scheduling, enhanced outreach, social services, and translation services.

Services to be Provided

This modification allocates funding provided through the Board of Supervisors addback process and an annual cost of doing business (CODB). These funds will allow Swords to Plowshares to expand services by adding a Licensed Psychiatric Technician (LPT) and Peer Specialist to the team supporting the Veterans Community Center. The LPT will connect veterans to mental health services and medical care with the VA or other community medical care facilities. They will act as a conduit between the veteran and their medical provider. The Peer Specialist will support the day-to-day operations of the center. They will assist with check-ins, engage with veterans around their well-being, and assist with internal service linkages. The grantee is currently working on the build-out of usable space for the center within their building and when completed extend service hours on weeknights and weekends.

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

- Unduplicated Consumers (UDC) – 130 new consumers.
- Activity Scheduling – 300 new hours.
- Social Services – 100 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-1, Scope of Services

Appendix B-1, Budget

Appendix F-1, Site Chart

Appendix A-1 – Services to Be Provided
Swords to Plowshares
Community Services for Veterans
 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 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 participants living in the community. A Community Service 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 Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transfer, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform 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

	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 Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person's primary language.
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
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 CA 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. Client Eligibility

To be eligible for services, clients must be:

- 1) An older adult aged 60 years or older *or*
- 2) An adult with a disability, aged 18-59 *and*
- 3) A resident of San Francisco *and*
- 4) A veteran

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 a Community Service program 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. There are four categories of Community Service programming:
 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, and 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.
 4. Translation Services – Assistance provided individually or in a group to individuals who cannot speak/read English. Examples of translation services include the translation of forms, letters, applications, and interpretations over phone calls for an individual. It can also include translation of the grantee's monthly activity calendars and flyers from English to another language, as well as interpretation for presentations, group announcements, etc. American Sign Language (ASL), braille, and teleprompting are included in translation services.
- B. Grantee will develop and maintain a site chart using a DAS OCP approved format. The site chart will include details about each 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 healthcare 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, the 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, the grantee will meet the following Services Objectives:

Service Objective	Annual Target	Annual Target (FY 22-23 with Addback)
Unduplicated Consumer (UDC)	120	250
Activity Scheduling	1,000	1300
Enhanced Outreach	400	400
Social Services	200	300
One (1) unit of service = One (1) hour of service provision		

VIII. Outcome Objectives

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

- A. Veterans served will report new knowledge of 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%

*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.

IX. Reporting and Other Requirements

- A. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using the DAS OCP approved intake form, into the CA-GetCare database in accordance to DAS OCP policy memorandum.

- B. Grantee will enter into the CA-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 develop and deliver a bi-annual summary report of SOGI data collected in each grant year as requested by HSA. The due date for submitting the bi-annual summary reports are January 10th (June – December data) and July 10th (January – June data) each grant year.
- 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.
- 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:

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

Program: Community Services
 (Same as Line 9 on HSA #1)

Operating Expense Detail

EXPENDITURE CATEGORY	TERM	11/1/22-6/30/23			FY 23/24			FY 24/25			FY 25/26			FY 26/27			7/1/22 - 6/30/27 TOTAL
		FY 22/23	Modification	FY 22/23 Total	FY 23/24	Modification	FY 23/24 Total	FY 24/25	Modification	FY 24/25 Total	FY 25/26	Modification	FY 25/26 Total	FY 26/27	Modification	FY 26/27 Total	
Rental of Property		\$5,172	\$9,828	\$15,000	\$5,172		\$5,172	\$5,172		\$5,172		\$5,172	\$5,172		\$5,172	\$35,688	
Utilities(Elec, Water, Gas, Phone, Garbage)		\$1,536	\$2,964	\$4,500	\$1,536		\$1,536	\$1,536		\$1,536		\$1,536	\$1,536		\$1,536	\$10,644	
Office Supplies, Postage		\$2,501	\$4,999	\$7,500	\$2,501		\$2,501	\$2,501		\$2,501		\$2,501	\$2,501		\$2,501	\$17,504	
Building Maintenance Supplies and Repair		\$300	\$300	\$600	\$300		\$300	\$300		\$300		\$300	\$300		\$300	\$1,800	
Printing and Reproduction		\$108	\$92	\$200	\$108		\$108	\$108		\$108		\$108	\$108		\$108	\$632	
Insurance		\$542	\$958	\$1,500	\$542		\$542	\$542		\$542		\$542	\$542		\$542	\$3,668	
Staff Training																	
Staff Travel-(Local & Out of Town)																	
Rental of Equipment																	
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE																	
OTHER																	
Client Support Services (Client Activities)		\$4,400	\$11,293	\$15,693	\$4,400	(\$119)	\$4,281	\$4,400	(\$119)	\$4,281	\$4,400	(\$119)	\$4,281	\$4,400	(\$119)	\$4,281	\$32,817
TOTAL OPERATING EXPENSE		\$14,559	\$30,434	\$44,993	\$14,559	(\$119)	\$14,440	\$14,559	(\$119)	\$14,440	\$14,559	(\$119)	\$14,440	\$14,559	(\$119)	\$14,440	\$102,753

HSA #3

10/25/2016

Date: 04/13/2022	SITE CHART - Appendix F-1
AGENCY: Swords to Plowshares	
CONTRACT MAILING ADDRESS: 401 Van Ness Avenue, Suite 313, San Francisco, CA 94102	
Agency's web site: www.swords-to-plowshares.org	
Executive Director: Michael Blecker	PHONE NO.: (415) 252-4788
Associate Director: Tramecia Garner	PHONE NO.: (415) 967-6977

Program: Supportive Services and Service Connection for Veterans	Annual # of UDC	Annual # of UDC	Annual # of UDC
Total Annual # of UDC = 250	250		
SITES: Name of Site	Drop-in Center		
Address and Zip	1060 Howard Street, San Francisco, CA 94103		
Phone Number	415-252-4788		
Fax Number	415-552-6267		
Neighborhood	SOMA		
Supervisory District No.	6		
Site Manager	Claire O'Toole		
Site Coordinator	LaJune Davis		
Programs Offered at Site	Community Services for Veterans		
Days Open	<u>X</u> Mon <u>X</u> Tues <u>X</u> Wed		
	<u>X</u> Thurs <u>X</u> Fri		
	X Sat X Sun		
Hours Open	8:00a.m - 8:00p.m		
Hours of Scheduled Veteran Supportive Services and Service Connection Programming	8:00a.m - 8:00p.m		
Total number of Service Days	248		
DAAS Funded Meal Service (Yes/No)	No		
Number of Service Days Closed	13		
Days Closed (list holidays closed)	New Years Eve, New Years Day, President's Day, MLK Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Veterans Day, and Christmas Eve, Christmas Day		
ADA Accessible	<u>X</u> Yes <u> </u> No		