



Edwin M. Lee, Mayor

Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS

DATE: JANUARY 4, 2017

SUBJECT: **GRANT MODIFICATION: SHANTI PROJECT (NON-PROFIT)**
FOR PROVISION OF ANIMAL BONDING SERVICES FOR
LESBIAN, GAY, BISEXUAL, AND TRANSGENDER (LGBT)
SENIORS AND ADULTS WITH DISABILITIES

GRANT TERM:	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
	9/1/16- 6/30/17	9/1/16- 6/30/17	9/1/16- 6/30/17		
GRANT AMOUNT:	\$200,000	\$75,000	\$275,000	\$27,500	\$302,500
ANNUAL AMOUNT:	<u>FY 16/17</u> \$302,500				
FUNDING SOURCE:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$275,000	\$0	\$0	\$27,500	\$302,500
PERCENTAGE:	100%	0%	0%		100%

The Department of Aging and Adult Services requests authorization to modify the existing grant agreement with Shanti Project for the time period beginning September 1, 2016 and ending June 30, 2017, in the amount of \$75,000 plus a 10% contingency for a total not to exceed amount of \$302,500. The purpose of this modification is to expand and strengthen existing Animal Bonding Services for isolated LGBT seniors and adults with disabilities.

Background

The San Francisco LGBT Aging Policy Task Force was convened in 2012 by the Board of Supervisors to evaluate the needs of LGBT seniors, to assess the capacity of the current support system to meet those needs, and to make recommendations to address any unmet needs. Findings from the Task Force report indicate that LGBT older adults, when compared to those who identify with the heterosexual population, live with higher rates of physical disabilities, are more likely to live

alone, lack companionship, and have lower levels of social support—factors which lead to significantly higher rates of social isolation, depression, anxiety, and suicide ideation. The Task Force reviewed services available in San Francisco which address these issues and found such services to be lacking. The Task Force specifically recommended a program design which utilizes care navigation and peer volunteer support, models of service delivery which have had a history of success.

Through the Board of Supervisors add-back budgeting process, \$200,000 was allocated on a one-time-only basis (for FY16/17) to support programming related to social isolation and animal bonding services for LGBT Seniors and Adults with Disabilities.

Additionally, in recognition of the correlation between reduced social isolation, animal bonding, and improved health outcomes, the Community Living Fund—which focuses on reducing unnecessary institutionalization—will also support this program’s unique blend of care navigation, peer volunteer support, and animal companion supportive services.

Services to be Provided

Grantee will utilize a service delivery model similar to that of their social isolation prevention program, which is based on care navigation and peer support volunteers, for delivery of animal companion support services and resources.

Care Navigators serve as the main point of contact for clients, and provide services which include intake, follow up, ongoing assessment and care coordination, information and referral, and drop-in facilitation. Care Navigators will also help with the development and utilization of peer support volunteers.

Peer Support Volunteers provide outreach and supportive services for isolated, underserved LGBT seniors and adults with disabilities who need pet support services. Use of a peer support network provides a contact-promoting framework for a target population that may be reluctant to seek support services for themselves or their animal companions due to a history of discrimination and marginalization.

Both staff and volunteers work to connect clients and their pets to the pet food bank, pet health and maintenance services, help with walks and exercise for pets, and other assistance as needed. For more specific information regarding the services to be provided, please refer to the attached Appendix A-1.

Selection

Grantee was selected to provide social isolation services, and animal bonding services by extension, through RFP (Request for Proposals) #701, which was issued in May 2016.

Funding

Funding for this grant modification is provided entirely by the City and County General Fund, as a result of the addback budget process this fiscal year (FY 2016-2017), and with additional support from the Community Living Fund.

Attachments

Appendix A-1: Services to be Provided

Appendix B-1: Budget

APPENDIX A-1: SERVICES TO BE PROVIDED

Shanti Project / PAWS

Animal Bonding Services for Isolated LGBT Seniors and Adults with Disabilities

September 1, 2016 to June 30, 2017

I. Purpose

The purpose of this grant is to provide animal bonding services to isolated LGBT Seniors and Adults with Disabilities. Pets are a powerful source of companionship and support for their pet owners, but can easily become a liability to low-income and frail individuals. Sustaining the human-animal bond can be critical to the health and well-being of those individuals. This grant seeks to address these issues through care navigation, peer support, and provision of various pet care resources.

II. Definitions

Adult with Disability (AWD)	Person 18 years of age or older living with a disability.
Care Navigation	Includes the following: intake, follow up, on-going assessment, information and referral, on-going care coordination, matching and support of client-volunteer peer support matches, facilitation of peer support volunteer trainings, facilitation of drop-in services, support group facilitation, peer-based psychosocial support (including practical assistance and emotional support).
CLF	Community Living Fund
DAAS	Department of Aging and Adult Services
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, breathing, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Shanti Project / Pets Are Wonderful Support (“PAWS”)

HSA	Human Services Agency
Isolation	For the purpose of this program, isolation is defined as combination of 2 or more of the following factors: self-reported feelings of isolation, mild to moderate depression, lack of natural or reliable supports, chronic illness or conditions, need for emotional and practical support, lack of engagement with available community-based, natural or social supports, and other additional factors that indicate 1:1 in home and wraparound support would be beneficial
LGBT	Lesbian, Gay, Bisexual, Transgender
OOA	Office on the Aging
Peer Support	Includes the use of paid staff, student-interns, and peer support volunteers. Peer support services include emotional and practical support via regular interactions with clients such as social visits, accompaniment to appointments or events, and other assistance.
Senior	Person who is over 60 years old

III. Target Population

Isolated LGBT seniors and adults with disabilities, with pets, who are residents of San Francisco.

Services must also target clients who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited –English speaking
- Minority
- Frail

Program participants will also be assessed to see if they meet eligibility criteria for services under the Community Living Fund program:

- Be 18 years and older
- Be a resident of San Francisco
- Be willing and able to be living in the community with appropriate supports
- Have income up to 300% of Federal Poverty Level for a single adult: \$35,640 plus savings/assets of up to \$6,000 (Excluding assets allowed under Medi-Cal)
- Have a demonstrated need for a service and/or resource that will serve to prevent institutionalization or will enable community living

- Deemed through assessment to be at imminent risk of being institutionalized. In order to be considered “at imminent risk”, an individual must have, at a minimum, one of the following:
 - A functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transfer, bathing, toileting, and grooming; or
 - Having a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or
 - Being unable to manage one’s own affairs due to emotional and/or cognitive impairment.

IV. Description of Services / Units of Service

In recognition of the strong support a pet can provide for an isolated individual, this program seeks to blend the following proven models of service to both address the social, emotional, practical, and behavioral health needs of isolated LGBT Seniors and to provide support to their animal companions.

A. Care Navigation: Care Navigators serve as the main point of contact for clients, and provide services which include but are not limited to intake, follow up, ongoing assessment and care coordination, information and referral, and drop-in facilitation. Care Navigators will also help with the development and utilization of peer support volunteers who, in turn, help support clients participating in the program. Care Navigators will match peer support volunteers with clients and assist with facilitation and dedication of pet care services and resources, peer support volunteer trainings, and peer-based psychosocial support.

Care Navigator qualifications are based on expertise in providing harm reduction-based coordination, advocacy, and/or psychosocial support to at-risk communities, and therefore these positions are not required to have specific licensure or graduate-level training. Care Navigators are evaluated for experience and competence in serving severe need populations and targeted communities.

B. Peer Support: Peer Support Volunteers provide outreach and supportive services for isolated, underserved LGBT seniors and adults with disabilities who need pet support services. Use of a peer support network provides an innovative service delivery framework for a target population that may be reluctant to seek support services for themselves or their animal companions due to a history of discrimination and marginalization.

Grantee will develop an assessment and training program for Peer Volunteers prior to matching them to clients. Assessment should include evaluation of a volunteer’s physical and mental health status and ability to provide support as intended by this program element. Training should be comprehensive; suggested topics could include animal care basics, cultural competency, boundaries, Aging 101, the grieving process, suicide ideation, clinical issues (including cognitive impairment), psychosocial issues, harm reduction models, and the peer counseling/support model.

C. Pet Care Resources: Through intake and assessment, Grantee will determine pet care resources that best fit each client's needs. Current available care options include, but are not limited to, the following:

- Pet Food Bank: Clients are entitled to one visit every 4 weeks. Homebound clients can register for the food delivery program. Prescription food is also available with a vet prescription.
- Annual Wellness Exam: Each registered pet may receive one free exam and a set of vaccinations each year at Pets Unlimited. Clients may also qualify for financial assistance with veterinary services, emergency pet services, and diagnostics like x-rays or biopsies.
- Supportive Pet Care Services: dog walking (regular exercise for pets whose guardians are homebound); in-home cat care (litterbox maintenance or feeding); transportation (to and from veterinary appointments); emergency foster care (during client emergencies, such as client hospitalization or loss of housing)

While not a requirement for program participation, all consumers entering this program will be assessed for Community Living Fund eligibility. Eligible program participants will be able to access additional funding for purchases of tangible goods such as pet food, pet supplies, medication, and pet health services.

The Community Living Fund focuses on reducing unnecessary institutionalization by providing older adults and younger adults with disabilities or significant medical conditions. Recognizing a correlation between reduction of social isolation, animal bonding, and improved health outcomes, the Community Living Fund will support the Animal Bonding Services for Isolated LGBT Seniors and Adults with Disabilities. This increased financial support will allow the contractor to reduce the waitlist and serve an increased number of consumers.

In delivery of the above program model, the following units of service will be used to help measure program performance:

- 1) Unduplicated Consumers. Grantee will provide services to consumers which consist of the target population.

UNIT: One unduplicated consumer.

- 2) Care Navigation. Grantee will provide Care Navigation services, consisting of: intake, follow up, on-going assessment, information and referral, on-going care coordination, matching and support of client-volunteer peer support matches, coordinating pet-focused volunteers to assist with the needs of clients' pets, facilitation of peer support volunteer trainings, facilitation of drop-in services, support group facilitation, peer-based psychosocial support (including practical assistance and emotional support).

UNIT: One hour of Care Navigation services.

- 3) Volunteer Recruitment and Development. The service model includes volunteers that are trained and then assigned to work with clients and their pets. Conduct outreach to draw volunteers who will then undergo formal training and will make a specified minimum time commitment to the program.

UNIT: One volunteer.

- 4) Peer Support. Grantee will provide peer support through the use of paid staff, student-interns, and peer support volunteers. Peer support services include social, emotional, and practical support via regular interactions with clients; and assistance with pets such as walking/exercise, maintenance, administration of medications, and emergency foster care.

UNIT: One hour of Peer Support to consumers.

V. Location and Time of Services

Details of the sites and operation hours are as attached in the Site Chart (Appendix F.)

VI. Service Objectives

For the period September 1, 2016 – June 30, 2017, Grantee will:

- Provide program services for at least 100 unduplicated consumers.
- Provide at least 725 hours of Care Navigation to consumers.
- Provide Volunteer Recruitment and Development services to at least 20 volunteers.
- Provide at least 2075 Peer Support hours to consumers, delivered by trained peer support volunteers.
- At least thirty-five percent (35%) of consumers will respond to an annual consumer satisfaction survey.
- At least fifty percent (50%) of peer support volunteers will respond to an annual consumer satisfaction survey.

VII. Outcome Objectives

- At least seventy percent (70%) of consumers responding to an annual consumer satisfaction survey will be satisfied (or better) with services and find it beneficial to them.

- At least **seventy percent** (70%) of peer support volunteers responding to an annual consumer satisfaction survey report that their training was comprehensive and helpful to their program role.
- At least **seventy percent** (70%) of consumers will demonstrate reduced isolation by their engagement in care navigation, volunteer peer support activities, and animal support services.
- At least **seventy percent** (70%) of CLF eligible consumers participating in this program will either report reduced risk for hospitalization or reduced intent to be institutionalized due to program participation.

VIII. Reporting Requirements

- A. Grantee will enter into CA-GetCare the consumer data including the Intake Form by the 5th working day of the month for the preceding month's services.
- B. Grantee will enter into CA-GetCare all the units of service in the Service Recording Tool by the 5th working day of the month for the preceding month.
- C. Monthly reports must be entered into the Contracts Administration, Billing and Reporting Online (CARBON) system for each unit of service delivered during the reporting period for each service listed in Section VI.
- D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 of the following fiscal year. This report must be submitted to the CARBON system.
- E. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules. For specific compliance requirements, please refer to Appendices within the Grant Agreement.
- F. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- G. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year.
- H. Grantee shall develop and deliver ad hoc reports as requested by HSA.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. For assistance with reporting requirements or submission of reports, please contact:

Victoria Chan, Contract Manager
Human Services Agency
P.O. Box 7988
San Francisco, CA 94120-7988
E-mail: victoria.chan@sfgov.org

Michael Zaugg
Director, Office on the Aging
1650 Mission Street, 5th Floor
San Francisco, CA 94103
Email: michael.zaugg@sfgov.org

IX. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; board of director list; and whether services are provided appropriately according to Sections IV, VI, and VII.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C
1	Appendix B-1, p.1		
2	Document Date: 12/14/2016		
3			
4	HUMAN SERVICES AGENCY BUDGET SUMMARY		
5	BY PROGRAM		
6	Name		
7	Shanti Project		
8	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>		
9	If modification, Effective Date of Mod. 09/01/2016 No. of Mod. 1		
10	Program: Animal Bonding Services for Isolated LGBT Seniors and Adults with Disabilities		
11	Budget Reference Page No.(s)		
12	Program Term	9/1/16-06/30/17	Total
13	Expenditures		
14	Salaries & Benefits	\$169,090	\$169,090
15	Operating Expense	\$14,396	\$14,396
16	Subtotal	\$183,486	\$183,486
17	Indirect Percentage (%)	9%	9%
18	Indirect Cost (Line 16 X Line 15)	\$16,514	\$16,514
19	Program Supplies (CLF)	\$75,000	\$75,000
20	Capital Expenditure	\$0	\$0
21	Total Expenditures	\$275,000	\$275,000
22	HSA Revenues		
23	General Fund	\$275,000	\$275,000
24			
25			
26			
27			
28			
29	TOTAL HSA REVENUES	\$275,000	\$275,000
30	Other Revenues		
31			
32			
33			
34			
35			
36	Total Revenues	\$275,000	\$275,000
37	Full Time Equivalent (FTE)	2.97	2.97
39	Prepared by: Bruce Campbell		
40	HSA-CO Review Signature: _____		
41	HSA #1		11/15/2007

4 Program: Animal Bonding Services for Isolated LGBT Seniors and Adults with Disabilities
 5 (Same as Line 9 on HSA #1)

Salaries & Benefits Detail

9/1/16-06/30/17

11	12 POSITION TITLE	Agency Totals		For HSA Program		For HSA Program	TOTAL
		Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE	Budgeted Salary	7/1/16 to 6/30/18
13	Care Navigator/Volunteer Coordinator	\$43,992	100%	42%	42%	\$18,330	\$18,330
14	Care Navigator/Volunteer Coordinator	\$43,992	100%	83%	83%	\$36,660	\$36,660
15	Food Bank & Facilities Manager	\$60,000	100%	83%	83%	\$50,000	\$50,000
16	Program Admin Assistant	\$41,600	100%	83%	83%	\$34,667	\$34,667
17	Volunteer Director	\$85,000	100%	5%	5%	\$4,250	\$4,250
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29	TOTALS	\$274,584	5.00	2.97	2.97	\$143,907	\$143,907
30							
31	FRINGE BENEFIT RATE	17%					
32	EMPLOYEE FRINGE BENEFITS	\$48,052				\$25,183	\$25,183
33							
34							
35	TOTAL SALARIES & BENEFITS	\$322,636				\$169,090	\$169,090
36	HSA #2						11/15/2007

	A	B	C	D	E	F	G
1							Appendix B-1, p.3
2							Document Date: 12/14/2016
3							
4	Program: Animal Bonding Services for Isolated LGBT Seniors and Adults with Disabilities						
5	(Same as Line 9 on HSA #1)						
6							
7	Operating Expense Detail						
8							
9							
10							
11							TOTAL
12	<u>Expenditure Category</u>			<u>TERM</u>	<u>9/1/16-06/30/17</u>		
13	Occupancy/Rental of Property				\$8,910		\$8,910
14	Utilities(Elec, Water, Gas, Phone, Scavenger)				\$276		\$276
15	Office Supplies, Postage				\$872		\$872
16	Building Maintenance Supplies and Repair				\$1,424		\$1,424
17	Communications				\$490		\$490
18	Printing and Reproduction				\$289		\$289
19	Insurance				\$1,289		\$1,289
20	Staff Training						
21	Staff Travel-(Local & Out of Town)						
22	Rental of Equipment				\$846		\$846
23	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE						
24							
25							
26							
27							
28							
29	OTHER (Program Supplies - CLF)						
30	Vet Vouchers (110 @\$200 each)				\$22,000		\$22,000
31	Food (including prescription)				\$40,000		\$40,000
32	Litter (50 feline @\$5/mo)				\$2,500		\$2,500
33	Medication (100 @\$10.50/mo)				\$10,500		\$10,500
34							
35	Total Program Supplies - CLF				\$75,000		\$75,000
36							
37	TOTAL OPERATING EXPENSE				\$14,396		\$14,396
38							
39	HSA #3						11/15/2007