



Edwin M. Lee, Mayor

Shireen McSpadden, Executive Director

MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

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

DATE: OCTOBER 4, 2017

SUBJECT: **GRANT MODIFICATION: GOLDEN GATE SENIOR SERVICES (NON-PROFIT) FOR THE PROVISION OF COMMUNITY SERVICES**

	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
GRANT TERM:	7/1/13 – 6/30/18	7/1/17 – 6/30/18			7/1/13 – 6/30/18
TOTAL GRANT AMOUNT:	\$1,575,304	\$90,000	\$1,665,304	\$166,530	\$1,831,834
REVISED ANNUAL AMOUNT:	FY13/14 \$274,472	FY14/15 \$278,301	FY15/16 \$307,985	FY16/17 \$351,023	FY17/18 \$453,523
Funding Source MODIFICATION FUNDING:	<u>County</u> \$90,000	<u>State</u> \$0	<u>Federal</u> \$0	<u>Contingency</u> \$9,000	<u>Total</u> \$99,000
PERCENTAGE:	100%	0%	0%		100%

The Department of Aging & Adult Services (DAAS) requests authorization to modify the existing grant agreement with Golden Gate Senior Services for the provision of Community Services for the period of July 1, 2017 through June 30, 2018 in the additional amount of \$90,000 plus a 10% contingency for a revised total not to exceed amount of \$1,831,834. The purpose of the modification is to increase activities at Golden Gate’s Richmond Senior Center location and to help build links to other Richmond based service providers.

**Background**

Golden Gate Senior Services operates two multi-purpose senior centers – one in the Richmond District and one in the Castro neighborhood. Each site offers a variety of activities and acts as a host to a congregate meal site.

In addition to providing a positive avenue to create new friendships and social networks, the sites offer a wide array of activities and programming to enhance the cultural, educational, mental and physical well-being of participants. Focus is placed on the centers being inclusive of the various communities that comprise San Francisco. The sites are often times the entry point for many older adults and adults with disabilities in need of additional services.

**Services to be Provided**

Community Services consist of activities/services that maintain or improve the quality of life for consumers. Examples include health maintenance (exercise), education, translation services that promote socialization/participation, and services that assist consumers to resolve social services concerns. Community Services are provided at Activity Centers/Senior Centers.

With this budget modification, Golden Gate Senior Services will increase the number of clients served in all their programs and add physical exercise class offerings such as Tai Chi and Always Active. Golden Gate Senior Services will also support the Senior Choir in collaboration with Community Music Center.

**Grantee Performance**

Grantee was monitored in April of 2016 and was found to be compliant with Citywide Fiscal and Compliance Monitoring standards for fiscal year 2016-2017. The Human Services Agency did not find any significant findings during its monitoring. Additionally, the grantee was monitored on June 22 for program compliance in fiscal year 16/17 with no significant findings and in full compliance with contract requirements.

**Grantee Selection**

Grantee was selected through Notice of Funding Availability (NOFA) #531 for Community Services issued on December 4, 2012.

**Funding**

Funding for these services will be provided through County General Funds.

**Attachments**

Appendix A-4 - Services to be Provided

Appendix B-4 - Program Budget

APPENDIX A-4

Effective July 1, 2017 to June 30, 2018

Community Services

Golden Gate Senior Services – Richmond Senior Center

I. Purpose

The purpose of this grant is to maintain or improve the well being of seniors through the provision of a variety of services and activities in activity centers/senior centers.

II. Definitions

City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
Grantee	Golden Gate Senior Services – Richmond Senior Center
HSA	Human Services Agency of the City and County of San Francisco
OCM	Office of Contract Management, Human Services Agency
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
DAAS	Department of Aging and Adult Services
OOA	Office on the Aging
Senior	Person who is 60 years or older
Adult with Disability	Person 18 years of age or older living with a disability
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment

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.
Activity Scheduling	This is one of four service categories within Community Services. Service units are captured by the number of scheduled activity hours sponsored by the Activity/Senior Centers. 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 consumers maintain/enhance their level of functioning.
Translation	This is one of four service categories within Community Services. Service units are captured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements , presentations, etc.
Social Services/Other	This is one of the four service categories within Community Services. Service units are captured by providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.
Enhanced Outreach	This is one of four service categories within Community Services. Service units are captured by providing more formal outreach efforts and enhanced services to support the outreach efforts. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc.

Unit of Service	Defined as one hour of service
Low Income	Having income at or below 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.

CARBON	Contracts Administration, Reporting and Billing On Line System
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
SOGI	Sexual Orientation and Gender Identity, a result of Ordinance No. 159-16 which 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 grant will serve seniors (age 60 and over) and/or adults age 18-59 with disabilities who reside in the City and County of San Francisco with one or more of the following target priorities:

1. Low-income
2. Non or limited English speaking
3. Minority
4. Frail
5. Lesbian/Gay/Bisexual/Transgender

### IV. Eligibility for Community Services

- Persons aged 60 and above
- Persons 18 years of age or older living with a disability

### V. Location and Time of Services

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

#### Service Description

Community Services consist of activities/services that focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. Such services are provided in the agency’s community center and in the community.

There are three main categories of services: Activity Scheduling, Translation and Social Services/Other. And, while there is an expectation that activity/senior centers will do a reasonable amount of outreach within their existing Community Service budgets, some agencies may decide to propose enhanced outreach plans to address access barriers in the community. Services should be provided according to OOA Community Services Standards.

### VI. Contractor Responsibilities

- Provide quality services that attain a high satisfaction level from participants.

- Provide services that meet the needs of individual
- Provide physical activities that may increase the health of participants.
- Increase access to informational and educational presentations that enable individuals to maintain independent living.
- Provide activities to increase socialization opportunities for individuals.

## **VII. Service Objectives**

For the period of July 1, 2017, to June 30, 2018 (amended September 2017):

- Grantee will serve 325 unduplicated consumers (seniors and younger adults with disabilities).
- Grantee will provide 2,350 units of service of scheduled activities at a center or venues approved by the Office on the Aging.
- Grantee will provide 400 units of service of translation services.
- Grantee will provide 400 units of service of social services.

## **VIII. Outcome Objectives**

- At least 85% of participants surveyed will indicate excellent or good in rating the quality of services they receive.
- At least 85% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in one or more physical activities will report feeling more healthy due to participation.
- At least 80% of participants surveyed who participate in one or more informational/educational presentations will report they receive information to help them maintain independent living.
- At least 85% or more of participants surveyed will report that center activities increase their socialization opportunities and interaction with others.

## **IX. Reporting and Other Requirements**

Grantee will provide various reports during the term of the grant agreement.

- A. The grantee will enter consumer data into the CA Getcare in the Community Services module.
- B. The grantee will enter into the CA Getcare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system regarding the following:

1. Number of unduplicated consumers served during the month.
  2. Number of units of service of scheduled activities at an activity/senior center or venues approved by the Office on the Aging provided during the month.
  3. Number of units of translation services provided during the month.
  4. Number of units of social services provided during the month.
- D. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VII & 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 of the month following the end of the program year on an annual basis:
- The percentage of participants surveyed that have indicated excellent or good in rating the quality of services they received.
  - The percentage of participants surveyed that have indicated they have received the services and/or activities they needed from the agency.
  - The percentage of participants surveyed that have participated in one or more physical activities, have reported feeling healthier due to participation.
  - The percentage of participants surveyed who have participated in one or more informational/educational presentations have reported they have received information to help them maintain independent living.
  - The percentage of participants surveyed reported that center activities have increased their socialization opportunities and interaction with others.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10<sup>th</sup> day following the time study month and shall be entered on line to this website link: <https://sfhhsa.hfa3.org/signin>
- F. 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 each grant year. This report must be submitted to the CARBON system.
- 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 shall develop and deliver an annual summary report of SOGI data collected in the year as requested by HSA. The due date for submitting the annual summary report is July 10th.
- J. 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.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports should be sent to the following addresses:

Rick Appleby, Program Analyst

DAAS, Office on the Aging  
P.O. Box 7988  
San Francisco, CA 94120  
Rick.appleby@sfgov.org

Drake Herrador, Contract Manager  
Human Services Agency  
PO Box 7988  
San Francisco, CA 94120  
drake.herrador@sfgov.org

## **XI. 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; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- 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.



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

		A	B	C	D	E	F	G	H	I	
		Name									
		Term									
		07/01/13 - 6/30/18									
1	(Check One)	New	<input type="checkbox"/>	Renewal	Modification	X					
2	If modification, Effective Date of Mod. 07/01/17 No. of Mod. 1										
3	Program: Community Services - Richmond Senior Center										
4	Budget Reference Page No.(s)										
5	Program Term	7/01/13-6/30/14	7/11/14-6/30/15	7/11/15-6/30/16	7/11/16-6/30/17	7/11/17-6/30/18	Revised	7/01/17-6/30/18	Total		
6	<b>Expenditures</b>										
7	Salaries & Benefits	\$106,094	\$121,038	\$119,513	\$124,921	\$133,848	\$55,199	\$189,047	\$660,613		
8	Operating Expense	\$39,476	\$34,672	\$41,060	\$42,704	\$33,777	\$8,485	\$42,262	\$200,174		
9	<b>Subtotal</b>	\$145,570	\$155,710	\$160,573	\$167,625	\$167,625	\$63,684	\$231,309	\$860,787		
10	Indirect Percentage (15%)	0%	0%	0%	5%	5%	15%	15%			
11	Indirect Cost (Line 16 X Line 15)	\$0	\$0	\$0	\$8,381	\$8,381	\$26,315	\$34,696	\$43,078		
12	Capital Expenditure	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0		
13	<b>Total Expenditures</b>	\$145,570	\$155,710	\$160,573	\$176,006	\$176,006	\$90,000	\$266,006	\$903,865		
14	<b>HSA-DAAS Revenues</b>										
15	General Fund	\$145,570	\$155,710	\$160,573	\$176,006	\$176,006	\$90,000	\$266,006	\$903,865		
16	<b>Other Revenues</b>										
17	Program Income										
18											
19											
20											
21											
22											
23											
24											
25											
26											
27											
28											
29											
30	<b>TOTAL HSA-DAAS REVENUES</b>	\$145,570	\$155,710	\$160,573	\$176,006	\$176,006	\$90,000	\$266,006	\$903,865		
31	Other Revenues										
32	Program Income										
33											
34											
35											
36											
37	<b>Total Revenues</b>	\$145,570	\$155,710	\$160,573	\$176,006	\$176,006	\$90,000	\$266,006	\$903,865		
38	Full Time Equivalent (FTE)										
39	Prepared by: Kaleda Walling										
40	Telephone No.: 415-752-6444										
41	Date 9/15/17										
42	HSA #1										



