



Edwin M. Lee, Mayor

Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director
Shireen McSpadden, Executive Director

MEMORANDUM

TO: AGING and ADULT SERVICES COMMISSION

THROUGH: SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

FROM: MELISSA McGEE , ACTING DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS

DATE: SEPTEMBER 7, 2016

SUBJECT: NEW GRANT: **LIGHTHOUSE FOR THE BLIND AND VISUALLY IMPAIRED** (NON-PROFIT) TO PROVIDE TRANSPORTATION SERVICES

CONTRACT TERM: 7/1/16 – 6/30/19

	<u>New</u>	<u>Contingency</u>	<u>Total</u>		
CONTRACT AMOUNT:	\$68,082	\$6,808	\$74,890		
	<u>FY16/17</u>	<u>FY17/18</u>	<u>FY18/19</u>		
ANNUAL AMOUNT:	\$22,694	\$22,694	\$22,694		
	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
Funding Source					
FUNDING:	\$68,082	\$0	\$0	\$6,808	\$74,890
PERCENTAGE:	100%				100%

The Department of Aging and Adult Services (DAAS) requests authorization to enter into a new grant with LightHouse for the Blind and Visually Impaired for the period of July 1, 2016 to June 30, 2019 in an amount of \$68,082 plus a 10% contingency for a total amount not to exceed \$74,890. The purpose of this grant is to provide transportation services (by way of taxi vouchers) to seniors and adults with disabilities.

Background

In FY 2006-07, the Board of Supervisors provided add-back funds to HSA/DAAS for the procurement of Transportation Services. These funds became baseline funding for the agency.

Grantee LightHouse for the Blind and Visually Impaired has organizational roots in San Francisco dating back to 1902. Current service offerings are extensive with notable programs including Community Services, SF Connect computer lab, skills training, employment immersion, and counseling services. The Grantee has administered the taxi voucher grant since 2007.

Services to be Provided

The Grantee will provide taxi vouchers to seniors aged 60 and above and adults with disabilities who are not able to use public transportation to arrive at the following destinations: medical appointments, therapy appointments (physical and mental), rehabilitation services, legal services, benefit counseling, food pantries, congregate meals and community center programs. Grantee will handle client intake and eligibility as well as issuance of and processing/payment of taxi vouchers. The grantee will provide 650 one-way trips for 50 unduplicated consumers annually.

Selection

Grantee was selected through IB 705 which was competitively bid in June 2016.

Funding

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

ATTACHMENTS

Appendix A - Services to be Provided

Appendix B – Calculation of Charges

APPENDIX A – SERVICES TO BE PROVIDED BY GRANTEE

Effective July 1, 2016 to June 30, 2019

Transportation Services

I. Purpose

The purpose of this grant is to maintain or improve the well-being of seniors and adults with disabilities by providing access to transportation services.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability.
DAAS	Department of Aging and Adult Services
Grantee	LightHouse for the Blind and Visually Impaired
HSA	Human Services Agency of City and County of San Francisco
OOA	Office on the Aging
Senior	Person who is 60 years or older.

II. Target Population

Individuals 60 years of age or older or individuals between 18 and 59 years of age that are living with disabilities. Services must 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
- Lesbian/Gay/Bisexual/Transgender

III. Eligibility for Transportation Services

- 1) A resident of San Francisco
- 2) Aged 18 and above with a disability certified by a physician that the applicant is permanently disabled and unable to use public transportation

VI. Description of Services

Grantee will provide the following services:

Provide taxi vouchers to individuals who are not able to use public transportation to the following destinations: medical appointments, therapy appointments (such as physical therapy, occupational therapy or therapeutic sessions with Psychologists etc), other rehabilitation services, legal services,

benefit counseling, food pantries, congregate meals and community center programs. For this service, Grantee will handle client intake and eligibility as well as issuance of and processing/payment of taxi vouchers.

VII Other Grantee Responsibilities:

- A. Grantee will administer an annual consumer satisfaction survey to consumers. The survey results will be shared with DAAS by March 15th.
- B. Grantee will develop and maintain current program policies and procedures with OOA approval to meet the program service standards set forth by the Office on the Aging.
- C. Grantee will collect and enter consumer and service unit data into the online CA-GetCare database in accordance to OOA program policies and procedures.

VIII Service Objectives

On an annual basis, Grantee will meet the following service objectives for the OOA Taxi Voucher Program:

- Grantee will serve, at minimum, 50 unduplicated consumers.
- Grantee will provide Taxi Vouchers to consumers to travel from one location to another, for a total of, at minimum, 650 one-way trips.

IX. Outcome Objectives

- A. At least 35% of program participants will complete and return a satisfaction survey.
- B. At least 85% of surveyed participants in the OOA Taxi Voucher Program will indicate excellent or good in rating the quality of services they receive.

X. Reporting Requirements

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

- A. The grantee will enter into the CA GetCare Consumer Management section consumer data from the Intake Form.
- 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. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VIII - Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month: Number of unduplicated clients served; and number of one-way trips provided.
- D. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII & IX – Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON (Contracts Administration, Reporting, and Billing Online) database by the 15th of the month following the end of the program year. Percentage of clients surveyed indicated excellent or good quality of services received.
- E. Grantee shall issue a Fiscal Closeout Report at the end of each fiscal year. The report is due to HSA no later than July 31st.
- F. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15th.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA and DAAS.

H. Additional reports and/or contract questions should be sent to:

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DAAS, Office on the Aging
1650 Mission St. 5th Floor
San Francisco, CA 94103
michael.zaugg@sfgov.org

Drake Herrador, Contracts 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 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; and whether services are provided appropriately according to Sections 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, HIPAA compliance, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D	E
1					Appendix B, Page 1
2					Document Date: 7/1/2016
3	HUMAN SERVICES AGENCY GRANT BUDGET SUMMARY				
4	BY PROGRAM				
5	Name: LightHouse for the Blind & Visually Impaired			Term 7/1/2016 - 6/30/2019	
6					
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>				
8	If modification, Effective Date of Mod.		No. of Mod.		
9	Program: Transportation (Taxi Voucher Program)				
10	Budget Reference Page No.(s)				Total
11	Program Term	7/1/2016 - 6/30/2017	7/1/2017 - 6/30/2018	7/1/2018 - 6/30/2019	7/1/16-6/30/19
12	Expenditures				
13	Salaries & Benefits	\$6,175	\$6,175	\$6,175	\$18,525
14	Operating Expense	\$16,519	\$16,519	\$16,519	\$49,557
15	Subtotal	\$22,694	\$22,694	\$22,694	\$68,082
16	Indirect Percentage (%)	0%	0%	0%	0%
17	Indirect Cost (Line 16 X Line 15)	\$0	\$0	\$0	\$0
18	Capital Expenditure	\$0	\$0	\$0	\$0
19	Total Expenditures	\$22,694	\$22,694	\$22,694	\$68,082
20	HSA-DAAS Revenues				
21					
22	General Fund	\$22,694	\$22,694	\$22,694	\$68,082
23					
24					
25					
26					
27					
28					
29					
30	TOTAL HSA-DAAS REVENUES	\$22,694	\$22,694	\$22,694	\$68,082
31	Other Revenues				
32	Program Income				
33					
34					
35					
36					
37	Total Revenues				\$0
38	Full Time Equivalent (FTE)				
40	Prepared by: Iris Feng		Telephone No.: 415-694-7341		Date 7/1/2016
41	HSA-CO Review Signature: _____				
42	HSA #1				11/15/2007

