



MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

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

DATE: MARCH 7, 2018

SUBJECT: NEW GRANT: **SELF-HELP FOR THE ELDERLY (NON-PROFIT)** TO PROVIDE SERVICES WITHIN A RESIDENTIAL CARE FACILITY FOR THE ELDERLY (RCFE)

GRANT TERM: 7/1/18 – 6/30/23

GRANT AMOUNT:

	New	Contingency	Total		
	\$728,210	\$72,821	\$801,031		

ANNUAL AMOUNT:

	FY 18-19	FY 19-20	FY 20-21	FY 21-22	FY 22-23
	\$145,642	\$145,642	\$145,642	\$145,642	\$145,642

FUNDING:

	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$728,210			\$72,821	\$801,031

PERCENTAGE:

	100%			100%	
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The Department of Aging and Adult Services (DAAS) requests authorization to enter into a new grant with Self-Help for the Elderly for the period of July 1, 2018 to June 30, 2023, in the amount of \$728,210 plus a 10% contingency for a total amount not to exceed \$801,031. The purpose of the grant is to provide services within a residential care facility in San Francisco for cognitively impaired seniors (60 years and older) who have been diagnosed with Alzheimer’s, Parkinson’s, or other related types of dementia.

Background

Autumn Glow Alzheimer's Care Home, operated by Self-Help for the Elderly, provides assisted living services for older people in San Francisco who are afflicted with Alzheimer's disease or other related dementias. The unique 24-hour residential care facility located in the Hayes Valley District offers a comprehensive range of services and amenities in a multicultural and multilingual capacity.

Services to be Provided

The Grantee will provide services within a Residential Care Facility for the Elderly (RCFE). Autumn Glow Alzheimer's Care Home provides services that include room and board, supervision by professionally trained staff in dementia care, personal care assistance, full housekeeping and laundry services, medication management, individually designed personal care plans, nutritious meals, and a wide range of daily activities and programs.

Autumn Glow Alzheimer's Care Home will serve San Francisco older adults who:

- Have been diagnosed with Alzheimer's, Parkinson's, or other types of dementia; and
- Are qualifying tenants as determined by the U.S. Department of Housing and Urban Development (HUD); and
- Are eligible for admission as determined by Title 22 Division 6, Chapter 8 regulations governing residential care facilities for the elderly (RCFE).

Services will be provided at Autumn Glow Alzheimer's Care Home, located at 654 Grove Street, San Francisco, CA 94102, 24 hours a day, 7 days a week.

For more specific information regarding the services to be provided, please refer to the attached Appendix A.

Selection

The grantee has been granted a sole source waiver. Due to Housing and Urban Development's (HUD) regulations, Self-Help for the Elderly was required to incorporate Autumn Glow. Therefore, only SHE can continue to provide services to this vulnerable population at the facility without any interruption to service.

Funding

Funding for this grant is provided by County General Funds.

ATTACHMENTS

Appendix A – Services to be Provided

Appendix B – Budget Summary

Appendix A – Services to be Provided
Self-Help for the Elderly
Autumn Glow – Residential Care Facility for the Elderly (RCFE)
July 1, 2018 – June 30, 2023

I. Purpose of Grant

The purpose of this grant is to provide a residential care home in San Francisco for cognitively impaired older adults (60 years and older) who have been diagnosed with Alzheimer’s, Parkinson’s, or other mild to moderate types of dementia. Residential care home services include room and board, supervision, personal care assistance, housekeeping services, and social activities to eligible residents.

II. Definitions

CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco
DAAS	Department of Aging and Adult Services
Grantee	Self-Help for the Elderly
HSA	San Francisco Human Services Agency
HUD	U.S. Department of Housing and Urban Development
Program	Autumn Glow Alzheimer’s Care Home (a.k.a. Autumn Glow)
RCFE	Residential Care Facility for the Elderly
SOGI	Sexual Orientation and Gender Identity

III. Target Population

Autumn Glow Alzheimer’s Care Home will serve San Francisco seniors who:

- Have been diagnosed with Alzheimer’s, Parkinson’s, or other mild to moderate types of dementia; and
- Are qualifying tenants as determined by the U.S. Department of Housing and Urban Development (HUD); and
- Are eligible for admission as determined by Title 22 Division 6, Chapter 8 regulations governing residential care facilities for the elderly (RCFE).

The grantee will consider individuals referred by Laguna Honda Hospital and/or other service agencies provided such individuals meet the above criteria AND do not have any health conditions or care needs specified below:

- Require gastrostomy care
- Use liquid oxygen
- Have a nasogastric tube
- Have staphylococcus or other serious infection
- Have a tracheotomy
- Have stage III or IV dermal ulcers
- Are permanently bed-ridden
- Have a psychiatric diagnosis and regularly use psychiatric medications
- Exhibit combative or violent behavior
- Are dependent in all activities of daily living
- Are not able to transfer from bed to chair
- Have a history of falls
- Require restraints
- Have late-stage dementia

IV. Description of Services

Grantee shall provide the following services during the term of this grant:

1. Outreach and Recruitment

Grantee will create and distribute brochures, leaflets, and handouts, and work with community contacts to publicize the availability of space for the program. All marketing materials, notices, and forms will be available in different threshold languages to accommodate multi-lingual clients. Since eligibility for admission to the program is dependent on having a diagnosis of Alzheimer's, Parkinson's, or other mild to moderate types of dementia, grantee must focus their efforts on identifying appropriate potential referrals from family members, caregivers, and service providers who are associated with the target population. Eligible residents are accepted on a first-come, first-served basis.

2. Admission and Enrollment

Intake Process

The intake process is primarily initiated by a phone call from a family member or a referral source. The Director of Housing Services or the Assistant Administrator obtains relevant identifying information about the prospective resident and arranges for a face-to-face interview at Autumn Glow with the prospective resident, their social worker, family member(s), and/or guardian. All relevant identifying information collected is in compliance with DAAS requirements for data collection, including Sexual Orientation and Gender Identity (SOGI). During the interview, the Director of Housing Services or the Assistant Administrator explains the services of Autumn Glow and discusses the roles of staff members as well as expectations of and opportunities for the family.

After the interview, the prospective resident is introduced to the current residents and staff at Autumn Glow. This includes a tour of the facility, and if possible, the prospective resident will participate in an activity or receive a meal. If necessary, a home visit can substitute for a facility interview.

All residents must have a report submitted from their primary physician that specifies the prospective resident's primary and secondary diagnoses. A final decision to admit the prospective resident will only be made after the Director of Housing Services has had the opportunity to evaluate the physician report. If the Director of Housing Services needs additional information, he/she will contact the primary physician. The physician's report must show a Tuberculosis (TB) test with results showing no evidence of TB within 6 months of application. Prospective residents cannot have any contagious diseases.

The resident or his/her responsible party and the facility will execute an Admission Agreement prior to the admission of the resident. The agreement specifies the provided services, the resident's rights, the house rules, and the grievance procedures. A copy of the signed agreement is provided to the resident.

Wait List Procedures

When there is a vacancy, the Director of Housing Services will review each applicant from the wait list to see if he/she meets the admission criteria for the program. The Director of Housing Services will contact the applicant's family member, social worker, or guardian to conduct a phone interview. An appointment for a face-to-face interview will be scheduled if the applicant meets all admission criteria.

If an applicant from the wait list declines an available bed, his/her name will be moved to the bottom of the wait list unless the applicant requests that his/her name be removed from the list. Applicants may only decline a bed offer once. After the second rejection of an offer, the applicant's name will be removed from the wait list.

If the existing wait list contains too many names that the average wait for a unit is a year or more, Autumn Glow may decline to accept new applications and the wait list shall be considered "closed". The wait list will be updated bi-annually and as needed.

3. Service Delivery

Autumn Glow Alzheimer's Care Home, located at 654 Grove Street in San Francisco, is a Residential Care Facility for the Elderly with nine rooms and fifteen beds. All services are provided 24 hours a day, 7 days a week, and residents may also join day care services provided offsite by Self-Help for the Elderly Adult Day Services or On Lok Lifeways at an additional cost. Autumn Glow's services are provided by multi-lingual staff, which includes several Chinese dialects. Other threshold languages may be accommodated through interpreter services.

Autumn Glow's services include:

- a) Clean, safe, and sanitary lodging for residents including a furnished bedroom, items for personal care and hygiene, and fresh linen weekly or more often as needed;
- b) Three (3) nutritious meals daily and between-meal snacks. Special diets will be adhered to if prescribed by a physician;
- c) Laundry service (excluding dry cleaning);
- d) Basic housekeeping of the residents' room and common areas;
- e) Arranging for transportation to and from medical, dental, or other appointments;
- f) A planned program of social, educational, and recreational activities;
- g) Group training sessions for staff, twice a week, on Mental Wellness Coordination;

- h) Notification to families and other appropriate parties of resident's ongoing needs;
- i) Personal care including:
 - Assistance in taking prescribed medications and/or PRN medications;
 - Bedside care for minor temporary illnesses;
 - Assistance in obtaining emergency health care;
 - Assistance in meeting necessary medical and dental needs;
 - Continuous observation of the resident's physical, mental, and emotional condition;
 - Personal assistance and care as needed by the resident including assistance with activities of daily living such as eating, dressing, grooming and bathing as indicated by the pre-placement appraisal of the resident.

4. Documentation

- a) Staff completes a daily observation log that monitors behavioral, physical, and/or emotional changes and unusual incidents for each resident.
- b) Written incident reports documenting all unusual incidents are filed with the State within seven (7) days. Unusual incidents are reported verbally within 24 hours.
- c) Residents are weighed monthly and the results are recorded in their files.
- d) Staff maintains a daily medication record for each resident that notes the drug, dosage, and frequency of administration.
- e) Staff assesses each resident's ability to perform activities of daily living every six (6) months. This data is recorded in the resident's personal file.
- f) Staff tracks hospitalizations and medical appointments for all residents. This information is noted in the resident's file.
- g) Staff completes an annual appraisal and service plan for each resident.
- h) The resident's primary care physician completes an annual physician's report.

5. Exit Criteria and Process

When continuous appraisal and care plan reflect that a resident requires a level of care beyond Autumn Glow's capacity, that resident will be referred to a higher level of care. As necessary, the Director of Housing Services may convene family conference(s) with the resident, family members, social workers, and/or physician to discuss the discharge plan. A follow-up visit will be paid to the discharged resident to make sure he/she is placed under good care.

6. Staffing

The Director of Housing Services is responsible for intake, compliance, reporting, care plan, and discharge plan of the residents and the overall operation of the facility.

An Assistant Administrator is responsible for planning daily activities, handling medications, monitoring the health of residents and the day-to-day operation of the facility.

Ten (10) Housing Caregivers on work shifts rotation provide personal care services for the residents around the clock.

Two (2) full-time cooks on work shift rotation are responsible for preparing three nutritious meals and snacks for the residents daily.

7. Continuous Quality Improvement

- a) All new employees receive orientation on Autumn Glow's policies and procedures in the first week of employment.
- b) All staff attend monthly in-service trainings and other available trainings. A mandated elder abuse reporter training is required for all staff annually.
- c) All staff receives a 3-month introductory evaluation as well as an annual performance evaluation thereafter.
- d) The Director of Housing Services or the Assistant Administrator conducts meetings with staff to address issues and review updates weekly and as needed.
- e) The Director of Housing Services reviews and updates the policies and procedures manual annually and as needed.
- f) The Director of Programs at Self-Help for the Elderly meets monthly with the Director of Housing Services to discuss issues and concerns of the program and problem-solve accordingly.
- g) The Director of Programs reports to the Chief Executive Officer and works with the Program Committee of the Board of Directors to conduct regular monitoring of program performance and an annual evaluation of the program.
- h) A Family Council provides support for the Autumn Glow program and meets bi-annually with the Director of Housing Services and the Assistant Administrator.
- i) Family conferences and physician consultations are conducted as needed.
- j) The Director of Housing Services conducts an annual Client Satisfaction Survey with the family members and/or residents of Autumn Glow. The results are kept in the Administrative Binder for review by DAAS contract staff at the monitoring visit.
- k) Community Care Licensing conducts annual unannounced audits of Autumn Glow for RCFE license compliance; and as needed
- l) HUD Real Estate Assessment Center conducts inspection of Autumn Glow for building safety every two years; and as needed
- m) Autumn Glow adheres to all Health Insurance Portability and Accountability Act (HIPAA) requirements and DAAS privacy policies.

V. **Location and Time of Services**

Residential care home services will be provided at 654 Grove Street, San Francisco, CA 94102, 24 hours a day, 7 days a week.

VI. **Grantee Responsibilities**

- As Grantee is a mandated reporter for witnessed or suspected elder abuse/neglect, staff will complete annual Elder and Dependent Adult Abuse Trainings.
- 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 the Grant Agreement Appendix E.
- Grantee must develop and maintain policies and procedures for all aspect of program operation, including a Quality Assurance Plan.
- Grantee will resolve grievances related to program services at the program level and adhere to the DAAS Grievance Policy and Procedure.
- Grantee will provide training and ongoing supervision and oversight of all program staff.
- Grantee will be compliant with all regulations set forth by any Federal, State, or Local entities for operation of a Residential Care Facility for the Elderly.

- Grantee will possess and maintain all licenses and/or permits required to operate Residential Care Facility for the Elderly.
- Grantee will administer a Client Satisfaction Survey to gather input regarding program participant's direct experience.
- Grantee will communicate and collaborate regularly with DAAS to help provide support and quality services to program participants.
- Grantee will attend DAAS Commission, program-related, and other meetings as needed.

VII. Service Objectives

On an annual basis, Grantee will meet the following Service Objectives:

1. Serve 16 unduplicated residents annually. Unduplicated residents include new residents served each year and residents who were accepted in previous fiscal years but continue to receive assisted living services.
2. Provide a minimum of 5,201 units of service annually. Units of service is defined by bed occupancy but includes such services as supervision, personal care, housekeeping, laundry service, assistance with bathing, eating, dressing and assistance with taking medications, arranging for transportation services and planned social, education, and recreational activities per resident per day.
3. All (100%) of residents will have an individualized service plan/care plan no later than 30 days after admission.
4. All (100%) of residents' individualized service plans/care plans will be updated every three months or more frequently as the resident's condition warrants.

VIII. Outcome Objectives

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

1. Residents are placed in the most appropriate setting that meets their needs. All (100%) of residents who are clinically assessed as required for more intensive level of care will be referred to an appropriate higher medical care program as measured by the quarterly assessment and recommendation by the primary physician.
2. The program provides assisted living services that meet the needs of the residents and their families. At least 95% of the Client Satisfaction Survey respondents positively comment on all aspects of the program.
3. Residents maintain their physical wellness as evidenced by their engagement to the physical activities and exercises offered by the program. At least 50% of residents actively participate in the daily physical program.

IX. Reporting Requirements

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

1. Grantee will provide monthly and/or quarterly reports summarizing contract activities, referencing the tasks as described in Section IV-Description of Services, Section VII-Service Objectives and VIII-Outcome Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
2. Grantee will also provide an annual report that will include accomplishments and challenges encountered by the grantee. This annual report is due 45 days after the completion of the program year. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.

3. Grantee will provide Ad Hoc reports as required by the Department.
4. On an annual basis, Grantee will provide results of the Client Satisfaction Survey. This may or may not be provided at the same time as the annual report.
5. Quarterly and Annual Reports will be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system.

For assistance with reporting requirements or submission of reports, contact:

Rocio.Duenas@sfgov.org
Contract Manager, Office of Contract Management
Human Services Agency

or

Carrie.Wong@sfgov.org
Director, Long Term Care Operations
Department of Aging and Adult Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of participant eligibility, back-up documentation for reporting progress towards meeting service and outcome objectives, QA reports, satisfaction survey results, and onsite monitoring.
- 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	D	E	F	G
1							Appendix B, Page 1
2							Document Date: 02/12/2018
3	HUMAN SERVICES AGENCY GRANT BUDGET SUMMARY						
4	BY PROGRAM						
5	Name				Term		
6	SELF-HELP FOR THE ELDERLY				7/1/18 - 6/30/23		
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: RESIDENTIAL CARE FACILITY FOR ELDERS						
10	Budget Reference Page No.(s)						Total
11	Program Term	7/1/18-6/30/19	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/18-6/30/23
12	Expenditures						
13	Salaries & Benefits	\$128,887	\$128,887	\$128,887	\$128,887	\$128,887	\$644,435
14	Operating Expense	\$0	\$0	\$0	\$0	\$0	\$0
15	Subtotal	\$128,887	\$128,887	\$128,887	\$128,887	\$128,887	\$644,435
16	Indirect Percentage (%)	13%	13%	13%	13%	13%	13%
17	Indirect Cost (Line 16 X Line 15)	\$16,755	\$16,755	\$16,755	\$16,755	\$16,755	\$83,775
18	Capital Expenditure	\$0	\$0	\$0	\$0	\$0	\$0
19	Total Expenditures	\$145,642	\$145,642	\$145,642	\$145,642	\$145,642	\$728,210
20							
21	HSA-DAAS Revenues						
22	General Fund	\$145,642	\$145,642	\$145,642	\$145,642	\$145,642	\$728,210
23							
24							
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29							
30	TOTAL HSA-DAAS REVENUES	\$145,642	\$145,642	\$145,642	\$145,642	\$145,642	\$728,210
31	Other Revenues						
32	Program Income						
33							
34							
35							
36							
37	Total Revenues						\$0
38	Full Time Equivalent (FTE)						
40	Prepared by: Leny Nair	Telephone No.: 415-677-7682				Date 02/12/2018	
41	HSA-CO Review Signature:	_____					
42	HSA #1						11/15/2007

Program: RESIDENTIAL CARE FACILITY FOR ELDER
 (Same as Line 9 on HSA #1)

Salaries & Benefits Detail

11	12	Agency Totals		For HSA Program		7/1/18-6/30/19	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/18-6/30/23
		Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	TOTAL
13	Housing Caregiver	\$32,240	100%	100%	100%	\$32,240	\$32,240	\$32,240	\$32,240	\$32,240	\$161,200
14	Housing Caregiver	\$31,824	100%	100%	100%	\$31,824	\$31,824	\$31,824	\$31,824	\$31,824	\$159,120
15	Housing Caregiver	\$31,200	100%	90%	90%	\$28,080	\$28,080	\$28,080	\$28,080	\$28,080	\$140,400
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30	TOTALS	\$95,264	3.00	2.90	2.90	\$92,144	\$92,144	\$92,144	\$92,144	\$92,144	\$460,720
31											
32	FRINGE BENEFIT RATE	39.88%									
33	EMPLOYEE FRINGE BENEFITS	\$37,987				\$36,743	\$36,743	\$36,743	\$36,743	\$36,743	\$183,715
34											
35											
36	TOTAL SALARIES & BENEFITS	\$133,251				\$128,887	\$128,887	\$128,887	\$128,887	\$128,887	\$644,435
37	HSA #2										11/15/2007