



Mark Farrell, Mayor

Department of Human Services
 Department of Aging and Adult Services
 Office of Early Care and Education

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 *J4J*

DATE: MAY 2, 2018

SUBJECT: NEW GRANTS: **MULTIPLE GRANTEES (SEE TABLE BELOW)**
(NON-PROFIT) TO PROVIDE VILLAGE, COMMUNITY BRIDGE,
 AND COMMUNITY CONNECTOR MODELS

GRANT TERM: 7/1/18 – 6/30/20

GRANT AMOUNT:

New	Contingency	Total
\$1,370,074	\$137,007	\$1,507,081

ANNUAL AMOUNT: See table below

FUNDING:

<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
\$1,370,074			\$137,007	\$1,507,081

PERCENTAGE:

100%			100%	
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The Department of Aging and Adult Services (DAAS) requests authorization to enter into new grant agreements with the proposed grantees listed below for the period of July 1, 2018 to June 30, 2020 in the amount of \$1,370,074 plus a 10% contingency for a total amount not to exceed \$1,507,081. The purpose of the grants is to provide the Village, Community Bridge, and Community Connector Models.

Grantee	Annual Amount	FY 18-20	Contingency	Not to Exceed
Community Living Campaign	\$109,225	\$218,450	\$21,845	\$240,295
Golden Gate Senior Services	\$153,750	\$307,500	\$30,750	\$338,250
NEXT Village San Francisco	\$107,562	\$215,124	\$21,512	\$236,636
San Francisco Village	\$314,500	\$629,000	\$62,900	\$691,900
Total	\$685,037	\$1,370,074	\$137,007	\$1,507,081

Background

Community Services programs are an integral part of the Department of Aging and Adult Services (DAAS) overall budget and service plan. Community Services programs consist of activities and/or services that are aimed at supporting older adults and adults with disabilities to live as independently as possible in the community. Community Services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older adults and adults with disabilities. Community Services are traditionally delivered at Community Centers located throughout the City.

The three models described below utilize different models for delivery of Community Services. Each model looks to reach out to its service area to offer programming designed to engage its participants, many of whom are not otherwise accessing 'traditional' Community Services programs. The Village model is a membership model and is popular for participants who are 'middle income' and above and can afford an annual membership fee. The Community Bridge model looks to reach out into its service area and engage clients who might not otherwise be utilizing their local Community Center. The Community Connector model utilizes shared public spaces to offer services and engage with community members in neighborhoods that do not already have dedicated Community Center space.

Services to be Provided

Village Model

The Village model is a membership driven organization through which paid staff, volunteers, and the members themselves coordinate a wide array of services for the purpose of supporting independence and aging in place. DAAS funded Village model programs share a defined set of core elements including an annual membership fee which encourages a high engagement of members, a financial sustainability plan, use of volunteers for delivery of services, membership services to assist with member requests, and educational activities designed to promote awareness of aging and aging-in-place resources.

Grantee San Francisco Village offers Village model services City-wide. Grantee NEXT Village focuses its Village model services on Supervisorial District 3, the Northeastern section of the City.

Community Bridge Model

The Community Bridge model started as a pilot project 'hybrid' between a Village model and a site-based Community Center in FY14/15. Now known as a Community Bridge model, this program builds upon site-based Community Services programs, blending in off-site service coordination, development of social networks, and the recruitment of volunteers to help with delivery of services. The Community Bridge model reaches out into its immediate service area to support seniors and adults with disabilities living in the community.

Grantee Golden Gate Senior Services' Community Bridge Model program is based at the Richmond Senior Center and focuses its services on the Richmond District.

Community Connector Model

The Community Connector model serves a distinct neighborhood or service area otherwise lacking in dedicated Community Center space. The Community Connector model coordinates and promotes healthy aging activities, socialization opportunities, mutual help, and other services to support the health and independence of seniors and adults with disabilities participating in the program.

The Community Connector model originated (and continues) in the Cayuga Terrace Neighborhood (part of the larger Excelsior neighborhood) with the Cayuga Community Connectors program. Without a dedicated Community Center space in the Cayuga Terrace, the program utilizes shared public and private space in the neighborhood for coordination of a number of organized activities from social events to Always Active exercise classes for its neighborhood participants. In 2017, the Cayuga Community Connectors received a national “Innovations and Achievements” award from the National Association of Area Agencies on Aging (N4A).

Selection

Grantees were selected through Request for Proposal #786, which was competitively bid in February 2018.

Performance

Program Monitoring

Grantees are current contractors with DAAS. Each received a program monitoring visit in FY17/18 and was found to be compliant with contract requirements. The annual program monitoring took place as follows:

Community Living Campaign: November 2017

Golden Gate Senior Services: November 2017

San Francisco Village: December 2017

NEXT Village San Francisco: November 2017

Fiscal Monitoring

Community Living Campaign: A Citywide Fiscal and Compliance Monitoring site visit was conducted in April 2017. There were no significant findings.

Golden Gate Senior Services: Grantee received a waiver for FY 17-18 as a result of exceptional fiscal and compliance performance which includes no findings in the prior two years and no turnover in executive management.

San Francisco Village: Grantee is an HSA only contractor and has not received fiscal monitoring. They are scheduled to be monitored in July 2018. The grantee has submitted invoices in a timely manner and supporting invoice documentation has been verified.

NEXT Village San Francisco: Grantee is an HSA only contractor and has not received fiscal monitoring. They are scheduled to be monitored in May 2018. The grantee has submitted invoices in a timely manner and supporting invoice documentation has been verified.

Funding

Funding for these grants is provided by County General Funds.

ATTACHMENTS

Appendix A – Services to be Provided – Community Living Campaign

Appendix B – Budget Summary – Community Living Campaign

Appendix A – Services to be Provided – Golden Gate Senior Services

Appendix B – Budget Summary – Golden Gate Senior Services

Appendix A – Services to be Provided – NEXT Village San Francisco

Appendix B – Budget Summary – NEXT Village San Francisco

Appendix A – Services to be Provided – San Francisco Village

Appendix B – Budget Summary – San Francisco Village

APPENDIX A – SERVICES TO BE PROVIDED

Community Living Campaign - Cayuga Community Connectors

July 1, 2018 – June 30, 2020

I. Purpose

The purpose of this grant is to improve the lives of seniors and adults with disabilities through the development and deployment of the Community Living Campaign - Cayuga Community Connectors program.

Cayuga Community Connectors serves a distinct San Francisco neighborhood without a dedicated Community Center. Cayuga Connectors coordinates and promotes healthy aging activities, socialization opportunities, mutual help, and other services to support the health and independence of seniors and adults with disabilities participating in the program.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability.
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
DAAS	Department of Aging and Adult Services
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 is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including but not limited to bathing, toileting, dressing, feeding, 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 themselves or to others.
Grantee	Community Living Campaign Cayuga Community Connectors
HSA	Human Services Agency of the City and County of San Francisco
Intergenerational Activities	Intergenerational activities are defined as activities that join children, youth, and older adults together in a structured, supervised activity.

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.
Mutual Help Services	Coordination of the sharing of skills, resources, and efforts among program participants. Participants helping one another. Examples might be a ride to a medical appointment, use of a washing machine, or help with gardening. Assistance should focus on services which support independent living and aging-in-place.
Senior	A person who is 60 years of age or older
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.)
Service Area	Cayuga Terrace, a subset neighborhood of the larger Mission Terrace neighborhood, is bounded by Geneva Avenue, San Jose Avenue, and Alemany Boulevard.
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee’s Community Connector Model program and reflected via enrollment in CA GetCare.

III. Target Population

Individuals 60 years of age or older and individuals between 18 and 59 years of age that are living with disabilities who are residents of the Cayuga Community Connector service area. Within the service area, services should 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:

- Low Income
- Non or limited–English speaking
- Minority
- Frail
- Lesbian/Gay/Bisexual/Transgender

IV. Eligibility for Community Connector Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person aged 18 years or older with a disability

V. Description of Services

The Cayuga Community Connector program includes the following core elements:

- **Neighborhood/Service Area Driven Approach.** The Cayuga Connectors program relies on a strong group of residents and stakeholders to serve as advisors to the program. Program model will include channels (such as an advisory board) to facilitate ongoing neighborhood / service area feedback from residents, stakeholders, and participants to ensure activities and services meet participants' needs.
- **Local Community Connector.** A local resident will serve as a paid Community Connector for the Cayuga Connector Program. The staff person will serve as the point person in developing and guiding the project, with input from participants and an advisory board.
- **Healthy Aging Activities.** Healthy aging activities designed to support aging in place are a central component to the Community Connector model. Activities may include: Always Active senior exercise class, classes on health topics such as fall prevention, diabetes, and brain fitness, educational activities related to aging and aging services available, and other healthy aging activities.
- **Socialization / Educational Opportunities.** A Community Connector program will offer additional activities to create a stronger sense of community, encourage socialization, and reduce isolation. These may include computer classes, emergency preparedness trainings, intergenerational activities, potlucks, and other neighborhood social gatherings.
- **Volunteer Recruitment and Training.** Volunteers (including program participants) will help to deliver program services. Program will develop volunteer recruitment, training, and retention practices to maximize volunteer support. Volunteers should receive training in best practices for promoting healthy aging, and be provided materials about external services/support available for program participants.
- **Mutual Help Services/Neighbors Helping Neighbors.** Community Connector staff position coordinates the sharing of skills, resources, and efforts among program participants. Connector staff coordinates participants helping one another. Examples might be a ride to medical appointments, use of a washing machine, or help with gardening. Assistance should focus on services which support independent living and aging-in-place.
- **Outreach.** Community Connector model will develop outreach strategies and practices to recruit participants, increase participation, and encourage neighborhood service area involvement.

VI. Location and Time of Services

Services will be provided throughout the service target area at locations including churches, parks, member homes, and other public/private space as available.

Dates and time of specific services are to be determined, but will include weekdays, weekends, and evenings as best fit consumer needs.

VII. Units of Service and Definitions

On an annual basis, the Grantee will provide the following services as part of the Community Connector model:

- 1) Unduplicated Consumers. Grantee will provide service to unduplicated consumers which consist of program participants.

UNIT: One unduplicated consumer.

- 2) Volunteer Recruitment and Development. The Community Connector model utilizes volunteers for delivery of program services. Grantee will recruit volunteers that meet program developed standards for training, commitment, and retention.

UNIT: One Volunteer

- 3) Service Hours. Utilization of volunteers and program participants to provide program services. Service hours shall include: volunteer and participant time spent providing services to program participants.

UNIT: One hour of service

- 4) Activity Hours. Organized activities for program participants. Examples include exercise classes, educational classes or trainings, socialization opportunities, themed events, and other gatherings.

UNIT: One hour of activity.

- 5) Annual Satisfaction Survey: Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

Annually the Community Living Campaign Cayuga Connectors will provide:

- Community Connector Model services for **200** unduplicated consumers.
- Volunteer Recruitment and Development for **25** Neighborhood Volunteers.
- **75** Service Hours to Community Connector participants.
- **325** hours Activities and Services.

IX. Outcome Objectives

- At least 75% of respondents via an annual Consumer Satisfaction Survey report that they would recommend Cayuga Connectors to a friend.
- At least 75% of respondents via an annual Consumer Satisfaction Survey report that participation in healthy aging activities, provided by the Cayuga Connectors, has made them feel healthier (stronger, better balance, etc.)
- At least 75% of respondents via an annual Consumer Satisfaction Survey report that mutual help services provided by the Cayuga Connectors has helped maintain or increase their independence and ability to live at home.
- At least 75% of respondents via an annual Consumer Satisfaction Survey report that activities provided by the Cayuga Connectors has helped them feel more connected and less isolated.

X. 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 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, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- 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 10th day following the time study month and shall be entered on line to this website link: <https://sfhsa.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 shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.

- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Rick Appleby
Program Analyst
Department of Aging and Adult Services
1650 Mission Street, 5th Floor
San Francisco, CA 94103
rick.appleby@sfgov.org

or

Steve Kim
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120
steve.kim@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of the participants' record entered into the CA-GetCare database, compliance with specific program standards or requirements as stated in the OOA program standards; 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; evidence of staff completion of the California Department of Aging's (CDA) Security Awareness Training; 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 directors list 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, subcontracts, and MOUs, the current board roster and selected board minutes for compliance with the Sunshine Ordinance, and HIPAA compliance.

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name			Term
6	Community Living Campaign			07/01/18-06/30/20
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: Cayuga Community Connectors			
10	Budget Reference Page No.(s)			
11	Program Term	07/01/2018- 06/30/2019	07/01/2019- 06/30/2020	Total
12	Expenditures			
13	Salaries & Benefits	\$57,736	\$57,736	\$115,472
14	Operating Expense	\$37,242	\$37,242	\$74,484
15	Subtotal	\$94,978	\$94,978	\$189,956
16	Indirect Percentage (%)	15%	15%	
17	Indirect Cost (Line 16 X Line 15)	\$14,247	\$14,247	\$28,494
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$109,225	\$109,225	\$218,450
20	HSA Revenues			
21	General Fund	\$109,225	\$109,225	\$218,450
22				
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$109,225	\$109,225	\$218,450
30	Other Revenues			
31				
32	Foundation Grants	\$7,500	\$7,500	\$15,000
33	Neighborhood Donations/Fundraising	\$2,000	\$2,000	\$4,000
34	Project Grant (TBD)	\$5,000	\$5,000	\$10,000
35				
36	Total Revenues	\$123,725	\$123,725	\$247,450
37	Full Time Equivalent (FTE)			
39	Prepared by: Kate Kuckro		Telephone No.: 415-308-1976	
40	HSA-CO Review Signature: _____			
41	HSA #1			5/2/2018

Community Living Campaign
 Program: Cayuga Community Connectors

Salaries & Benefits Detail

	A	B	C	D	E	F	G	H	
1									
2									
3									
4	Community Living Campaign								
5	Program: Cayuga Community Connectors								
6									
7	Salaries & Benefits Detail								
8									
9									
10						07/01/2018- 06/30/2019	07/01/2019- 06/30/2020		
11		Agency Totals		HSA Program		DAAS Program	DAAS Program	TOTAL	
12	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	07/01/2018-06/30/20	
13	Project Coordinator (Patti)	\$64,500	1.00	25%	0.25	\$16,125	\$16,125	\$32,250	
14	Community Connector (TBD)	\$48,880	0.30	100%	0.30	\$14,664	\$14,664	\$29,328	
15	Executive Director (Marie)	\$79,000	1.00	10%	0.10	\$7,900	\$7,900	\$15,800	
16	Deputy Director (Kate)	\$75,000	1.00	10%	0.10	\$7,500	\$7,500	\$15,000	
17									
18									
19									
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21									
22									
23									
24									
25									
26									
27									
28									
29									
30	TOTALS		3.30	145%	0.75	\$46,189	\$46,189	\$92,378	
31									
32	FRINGE BENEFIT RATE	25%							
33	EMPLOYEE FRINGE BENEFITS					\$11,547	\$11,547	\$23,094	
34									
35									
36	TOTAL SALARIES & BENEFITS	\$0				\$57,736	\$57,736	\$115,472	
37	HSA #2	5/2/2018							

	A	B	C	D	E	F	G	H	I
1	Appendix B, Page 3								
2									
3									
4	Community Living Campaign								
5	Program: Cayuga Community Connectors								
6									
7	Operating Expense Detail								
8									
9									
10									
11									
12	<u>Expenditure Category</u>			<u>TERM</u>	<u>07/01/2018- 06/30/2019</u>		<u>07/01/2019- 06/30/2020</u>		<u>TOTAL 07/01/18- 06/30/20</u>
13	Rental of Property				\$ 10,000		\$ 10,000		\$ 20,000
14	Utilities(Elec, Water, Gas, Phone, Garbage)								
15	Office Supplies, Postage								
16	Building Maintenance Supplies and Repair								
17	Printing and Reproduction				\$ 1,600		\$ 1,600		\$ 3,200
18	Insurance								
19	Staff Training								
20	Staff Travel-(Local & Out of Town)				\$ 250		\$ 250		\$ 500
21	Rental of Equipment								
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE								
23	Always Active Trainer (0.08 FTE)				\$ 9,360		\$ 9,360		\$ 18,720
24	Program Analyst (0.10 FTE)				\$ 5,000		\$ 5,000		\$ 10,000
25	Administrative Support (0.12 FTE)				\$ 5,000		\$ 5,000		\$ 10,000
26	Translation				\$ 600		\$ 600		\$ 1,200
27									
28	OTHER								
29	Program Supplies				\$ 2,500		\$ 2,500		\$ 5,000
30	Activity Expenses				\$ 2,432		\$ 2,432		\$ 4,864
31	Outreach (Advertising, etc.)				\$ 500		\$ 500		\$ 1,000
32	Intergenerational Project Expense								
33									
34									
35	TOTAL OPERATING EXPENSE				\$ 37,242		\$ 37,242		\$ 74,484
36									
37	HSA #3								5/2/2018

APPENDIX A – SERVICES TO BE PROVIDED

Golden Gate Senior Services

Community Bridge Model

July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to continue the pilot project of the aging in place model to be described as a “Community Bridge” model. The Community Bridge model builds upon site-based community services, blending in off-site service coordination, development of social networks, and the recruitment of volunteers to help with delivery of services. The Community Bridge model reaches out into its immediate service area to support seniors and adults with disabilities living in the community.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
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
DAAS	Department of Aging and Adult Services
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, 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 to others.

Grantee	Golden Gate Senior Services
HSA	Human Services Agency of the City and County of San Francisco
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 used to by consumers to self-identify their income status and not to be used as a means test to qualify for the program.
LGBT	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.
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.

OOA	Office on the Aging
Senior	Person who is 60 years or older.
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.)
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.
Unit of Service	One hour of service

III. Target Population

This grant will serve seniors (age 60 and over) and/or adults age 18-59 and must also target clients who are members of one or more of the following 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

IV. Eligibility for Participation

- 1) A resident of San Francisco *and*
- 2) Aged 60 and above *or*
- 3) Adult aged 18-59 with a disability

V. Location and Time of Services

Program is based at the Richmond Senior Center which is located at 6221 Geary Blvd, 3rd Floor, San Francisco, CA 94121 and is open Monday through Friday, 9 am to 3:30 pm. Community Bridge services take place on site at Richmond Senior Center and out in the local community as scheduled.

VI. Description of Services

Each Community Bridge model will contain the following five (5) core elements:

- 1) Community Center based / defined service area. Community Bridge model programs are based in an already functioning Community Center. With a Community Center home base, Community Bridge model programs are able to leverage building space as well as other existing on site services (such as nutrition and health promotion programs, computer labs, Aging and Disability Resource Centers, etc.) to enhance overall service offerings. Community Bridge models focus services on the service area surrounding the Community Center home base.
- 2) Intake / participant engagement. Participation in Community Bridge programs will include an intake and assessment process for participants in order to determine participant interests and needs. Community Bridge programs will also develop specific requirements of participant engagement in program services to maintain participant enrollment and manage available program resources.
- 3) Volunteer Recruitment and Development. The Community Bridge model utilizes volunteers that are recruited, trained, and assigned to provide services to program participants.
- 4) Service Hours. Community Bridge model has central contact point for coordination of services to participants. Services offered to participants include non-professional services such as transportation assistance, assistance with light chores, errands, phone call and social check-ins, and other similar services. Services are delivered by volunteers, staff, and other program participants.
- 5) Scheduled Activities. Scheduled activities serve as a draw for members and a way to build social connections among participants. Activities may include educational presentations, workshops, trainings, cultural events, 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.

VII. Contractor Responsibilities / Units of Service and Definitions

On an annual basis, the Grantee will provide the following services as part of the Community Bridge model:

- 1) Unduplicated Consumers. Grantee will provide service to unduplicated consumers, consisting of program participants.

UNIT: One unduplicated consumer who is also a Community Bridge participant.

- 2) Program Growth. As a new program design it important to increase and diversify the size of the program. Grantee will increase outreach and expand program participation by doing specific outreach to the target population; making presentations at public forums, neighborhood associations, and other interested parties about the Community Bridge model.

UNIT: One new individual participant.

- 3) Volunteer Recruitment and Development. The Community Bridge model relies on the volunteers that take the time to become trained and assigned to work with specific program participants. Grantee will conduct outreach to draw volunteers that will undergo training and commit to a minimum service requirement.

UNIT: One volunteer.

- 4) Service Hours. One of the features of the Community Bridge model is the utilization of volunteers and the members themselves to provide services to program participants. Service hours shall include: staff, volunteer, and member time spent providing services to program participants.

UNIT: One hour of service to Community Bridge participants.

- 5) Activity Hours. Scheduled activities serve as a draw for members and a way to build social networks and connections among participants. Activities may include educational presentations, workshops, trainings, cultural events, 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.

UNIT: One hour of scheduled activity.

- 6) Annual Satisfaction Survey: Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 50%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

For Fiscal Year 18/19, Grantee will:

- Provide Community Bridge model services for **175** unduplicated consumers.

- Expand Community Bridge program by adding 35 new individual participants.
- Provide Volunteer Recruitment and Development services to 50 volunteers.
- Provide 850 Service Hours to program participants.
- Provide 450 hours of Scheduled Activities.

For Fiscal Year 19/20, Grantee will:

- Provide Community Bridge model services for 200 unduplicated consumers.
- Expand Community Bridge program by adding 50 new individual participants.
- Provide Volunteer Recruitment and Development services to 50 volunteers.
- Provide 1000 Service Hours to program participants.
- Provide 550 hours of Scheduled Activities.

IX. Outcome Objectives

Satisfaction Survey Based:

- At least 75% of Village members report via an annual Consumer Satisfaction Survey that their Village membership has helped maintain or increase their independence and ability to live at home.
- At least 75% of Community Bridge members report via an annual Consumer Satisfaction Survey that through participation they experience increased opportunities for socialization and interacting with others.
- At least 50% of Community Bridge members report via an annual Consumer Satisfaction Survey that through participation they learned about a Community Center service that they were not previously aware of.

Program Performance Based:

- At least an 85 % retention rate among current members on an annual basis. This measure will be benchmarked based on first year performance and tracked in the second and subsequent contract years.

- At least **30%** of program participants have not previously received services at the Community Center home base. To be tracked by client level data collected by all programs at site.
- Track levels of loneliness and/or isolation and impact of program via administration of evidence based testing at set intervals during program participation. Methodology and administration of testing must be pre-approved by Office on the Aging Analyst.

X. Reporting Requirements

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

- A. The grantee will enter consumers' date into the CA GetCare - 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, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- 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 10th day following the time study month and shall be entered on line to this website link:
<https://sfhsa.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 shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.

- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Michael Zaugg
Director, Office on the Aging
DAAS
P.O. Box 7988
San Francisco, CA 94120
(415) 355-6790
michael.zaugg@sfgov.org

Tahir Shaikh
Contract Manager
Human Services Agency
P.O. Box 7988
San Francisco, CA 94120
(415) 557-6085
tahir.shaikh@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; a board of director list and whether services are provided appropriately according to Sections VII and VIII.
- 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, and HIPAA compliance.

	A	B	C	E
1				Appendix B, Page 1
2				Date: 3/23/2018
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name			Term
6	Golden Gate Senior Services			7/1/2018-6/30/2020
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: Community Bridge			
10	Budget Reference Page No.(s)			
11	Program Term	7/1/2018-6/30/2019	7/1/2019-6/30/2020	Total
12	Expenditures			
13	Salaries & Benefits	\$113,006	\$113,006	\$226,012
14	Operating Expense	\$20,689	\$20,689	\$41,378
15	Subtotal	\$133,695	\$133,695	\$267,390
16	Indirect Percentage (%)	15%	15%	\$0
17	Indirect Cost (Line 16 X Line 15)	\$20,055	\$20,055	\$40,110
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$153,750	\$153,750	\$307,500
20	HSA Revenues			
21	General Fund	\$153,750	\$153,750	\$307,500
22				
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$153,750	\$153,750	\$307,500
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$153,750	\$153,750	\$307,500
37	Full Time Equivalent (FTE)			
39	Prepared by: Kaleda Walling		Telephone No: (415) 4 Date: 03/23/18	
40	HSA-CO Review Signature: _____			
41	HSA #1			10/25/2016

	A	B	C	D	E	G	J
1							Appendix B, Page 3
2							Date: 3/23/2018
3							
4	Program: Community Bridge						
5							
6							
7	Operating Expense Detail						
8							
9							
10							
11							TOTAL
12	<u>Expenditure Category</u>	TERM		<u>7/1/2018-6/30/2019</u>	<u>7/1/2019-6/30/2020</u>	<u>7/01/2018-6/30/2020</u>	
13	Rental of Property						
14	Utilities(Elec, Water, Gas, Phone, Garbage)			\$1,020	\$1,020	\$2,040	
15	Program/Office Supplies, Postage			\$7,269	\$7,269	\$14,538	
16	Program and Events			\$3,400	\$3,400	\$6,800	
17	Printing and Reproduction			\$3,000	\$3,000	\$6,000	
18	IT & Web Support			\$4,000	\$4,000	\$8,000	
19	Staff/Volunteer Training			\$2,000	\$2,000	\$4,000	
20	Staff Travel-(Local & Out of Town)						
21	Rental of Equipment						
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE						
23							
24							
25							
26							
27							
28	OTHER						
29							
30							
31							
32							
33							
34							
35	TOTAL OPERATING EXPENSE			\$20,689	\$20,689	\$41,378	
36							
37	HSA #3						10/25/2016

APPENDIX A – SERVICES TO BE PROVIDED

NEXT Village San Francisco Village Model

July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to fund the Community Services program model known as the Village Model. The Village model is a membership driven organization through which paid staff, volunteers, and the members themselves coordinate a wide array of services for the purpose of supporting independence and aging in place.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
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
DAAS	Department of Aging and Adult Services
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, 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 to others.

Grantee	NEXT Village, San Francisco
HSA	Human Services Agency of the City and County of San Francisco
OOA	Office on the Aging
Senior	Person who is 60 years or older.
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.)
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee’s Community Service program and reflected via enrollment in CA GetCare.
Unit of Service	One hour of service
Village Model	The Village Model is a membership based organization through which paid staff, volunteers, and the members themselves coordinate a wide array of services for the purpose of supporting independence and aging in place.

III. Target Population / Eligibility for Village Membership

- 1) A resident of San Francisco *and*
- 2) Aged 60 and above *or* adult aged 18-59 with a disability

- 3) Willing to pay annual membership fee in order to participate

IV. Location and Time of Services

NEXT Village San Francisco serves older adults and adults with disabilities in the City's District 3 area. NEXT Village has no fixed location. Activities happen at local public spaces, the North Beach Library, Joe DiMaggio playground. NEXT Village staff work from home or in neighborhood locations.

V. Description of Services

The Village model is a membership driven organization with the goal of allowing community members to reside in their own homes while being able to access services that address their changing lifestyles as they age.

Each Village model will contain the following five (5) core elements:

- 1) Financial Sustainability. A Village model program will be required to develop an organizational plan to demonstrate current as well as future financial sustainability. This may include City/DAAS funding, but should also include membership fees, fundraising, and other funding opportunities. During the annual monitoring process, DAAS Program Analyst will review financial sustainability plan to determine compliance with plan as well as barriers or other challenges faced by Village program.
- 2) Membership Fee. All Village programs will have a minimum membership fee of \$120 per year. In addition to supporting program self-sufficiency, an annual membership fee encourages engagement of the membership as well as close attention to service offerings and member satisfaction by Village leadership.

All Membership fees will be paid by member, member spouse, children or household member. Acceptance of membership fees from sources other than these requires pre-approval from Office on the Aging Analyst. Review of membership payment and sources will be part of the annual program monitoring process.

- 3) Volunteer Recruitment and Development. The Village model relies heavily on the volunteers that take the time to become trained and assigned to work with specific Village members. Each Village program will develop volunteer recruitment, training, and retention practices to maximize volunteer support of their Village.
- 4) Membership Services. The Village model will have a central contact point for coordination of membership services. Membership services will accept requests for services and then coordinate completion of those requests through paid staff, volunteers, or other members. Membership services will provide a "concierge-like service" which will include providing referrals to a vetted list of third party services

such as gardeners, handypersons, legal services, and other services which may be central to the goals of the Village model.

- 5) Educational activities. There is often a lack of knowledge within the aging and disability community regarding services available to provide support, encourage independence, and promote aging-in-place. Grantee will develop educational activities among their membership to help increase awareness around aging and aging-in-place services, including DAAS/OOA resources.

VI. Contractor Responsibilities / Units of Service and Definitions

On an annual basis, the Grantee will provide the following services as part of the Village model:

- 1) Unduplicated Consumers. Grantee will provide service to unduplicated consumers which consist of the membership base.

UNIT: One unduplicated consumer who is also a member of the Village program.

- 2) Membership growth. As a membership based program it is incumbent to increase and diversify the membership base. Increase outreach and expand respective Village model membership through specific outreach to the target population; making presentations at public forums, neighborhood associations, and other interested parties about the Village model.

UNIT: One new individual member.

- 3) Volunteer Recruitment and Development. The Village model relies on the volunteers recruited, trained, and assigned to work with specific Village members. Conduct outreach to draw volunteers that will commit to a minimum service requirement.

UNIT: One volunteer

- 4) Service hours. One of the unique features of the Village model is the utilization of volunteers and the members themselves to provide services to the membership. Volunteer hours shall include: volunteer and member time spent providing Village services to members.

UNIT: One hour of service to Village members.

- 5) Educational activities. There is often a lack of knowledge within the aging and disability community regarding services available to provide support, encourage independence, and promote aging-in-place. Grantee will develop educational activities among their membership to help increase awareness around aging and aging-in-place services, including DAAS/OOA resources.

UNIT: One hour of educational activity.

- 6) Annual Satisfaction Survey: Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 50%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VII. Service Objectives

On an annual basis, Grantee will:

- Provide Village model services for **100** unduplicated consumers.
- Expand Village membership by adding **20** new individual members.
- Provide Volunteer Recruitment and Development services to **125** volunteers.
- Provide **900** service hours to Village members.
- Provide **50** hours of Educational Activities.

VIII. Outcome Objectives

- At least 75% of survey respondents report via an annual Consumer Satisfaction Survey that their Village membership has helped maintain or increase their independence and ability to live at home.
- At least 75% of survey respondents report via an annual Consumer Satisfaction Survey that through their Village membership they learned about a new aging or aging-in-place related service they were not previously aware of.
- At least 75% of survey respondents report via an annual Consumer Satisfaction Survey that through their Village membership they experience increased opportunities for socialization and interacting with others.
- Demonstrate at least a 5% increase in diversity among the membership over the term of the grant. This increase will be measured from membership demographics reported at the end of FY17/18.
- At least a 75% retention rate among current members on an annual basis. This measure will track all memberships which come up for renewal during each fiscal year and whether that membership was renewed or not.

IX. Reporting Requirements

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

- A. The grantee will enter consumers' date into the CA GetCare - 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, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- 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 10th day following the time study month and shall be entered on line to this website link:
<https://sfhsa.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 shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Linda Murley
 Program Analyst
 DAAS, Office on the Aging
 P.O. Box 7988
 San Francisco, CA 94120
 (415) 355-6784

Rocio Duenas
 Contract Manager
 Human Services Agency
 P.O. Box 7988
 San Francisco, CA 94120
 (415) 557-5626

X. 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, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; financial sustainability plan; 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; a board of director list and whether services are provided appropriately according to Sections VII and VIII.
- 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, and HIPAA

	A	B	C	E
1				Appendix B, Page 1
2				Date: 4/17/18
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name:			Term:
6	NEXT Village San Francisco			7/1/18-6/30/20
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: Village Model			
10	Budget Reference Page No. (s)			Total
11	Program Term		7/1/18-6/30/19	7/1/19-6/30/20
12	Expenditures			
13	Salaries & Benefits	\$80,067	\$80,067	\$160,134
14	Operating Expense	\$17,717	\$17,717	\$35,434
15	Subtotal	\$97,784	\$97,784	\$195,568
16	Indirect Percentage (%)	10%	10%	10%
17	Indirect Cost (Line 16 X Line 15)	\$9,778	\$9,778	\$19,556
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$107,562	\$107,562	\$215,124
20	HSA Revenues			
21	General Fund	\$107,562	\$107,562	\$215,124
22				
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$107,562	\$107,562	\$215,124
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$107,562	\$107,562	\$215,124
37	Full Time Equivalent (FTE)			
39	Prepared by:	Telephone No.:	Date	
40	HSA-CO Review Signature: _____			
41	HSA #1			10/25/2016

	A	B	C	D	E	F	G	I
1	Appendix B, Page 2							
2	Date: 4/17/18							
3								
4	Program Name: Village Model							
5								
6								
7	Salaries & Benefits Detail							
8								
9								
10								
11		7/1/18-6/30/19		7/1/19-6/30/20				
12		Agency Totals		HSA Program		DAAS Program	DAAS Program	TOTAL
13	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	7/1/18-6/30/20
14	Executive Director	\$100,909	1.00	25%	0.25	\$25,227	\$25,227	\$50,454
15	Volunteer Coordinator	\$57,750	1.00	80%	0.80	\$46,200	\$46,200	\$92,400
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30	TOTALS	\$158,659	2.00	105%	1.05	\$71,427	\$71,427	\$142,854
31								
32	FRINGE BENEFIT RATE	12.1%						
33	EMPLOYEE FRINGE BENEFITS	\$19,191				\$8,640	\$8,640	\$17,280
34								
35								
36	TOTAL SALARIES & BENEFITS	\$177,850				\$80,067	\$80,067	\$160,134
37	HSA #2							10/25/2016

	A	B	C	D	E	F	G	J	K
1	Appendix B, Page 3								
2	Date: 4/17/18								
3									
4	Program Name: Village Model								
5									
6									
7	Operating Expense Detail								
8									
9									
10									
11									
12	<u>Expenditure Category</u>								TOTAL
									<u>7/1/18-6/30/20</u>
13	Rental of Property								
14	Utilities(Elec, Water, Gas, Phone, Garbage)								
15	Office Supplies, Postage				\$2,467		\$2,467		\$4,934
16	Building Maintenance Supplies and Repair								
17	Printing and Reproduction				\$4,830		\$4,830		\$9,660
18	Insurance				\$2,842		\$2,842		\$5,684
19	Staff Training								
20	Staff Travel-(Local & Out of Town)								
21	Rental of Equipment								
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE								
23									
24									
25									
26									
27									
28	OTHER								
29	Data Base Costs				\$4,800		\$4,800		\$9,600
30	Program Expenses				\$2,778		\$2,778		\$5,556
31									
32									
33									
34									
35	TOTAL OPERATING EXPENSE				\$17,717		\$17,717		\$35,434
36									
37	HSA #3								10/25/2016

APPENDIX A – SERVICES TO BE PROVIDED

San Francisco Village Village Model

July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to fund the Community Services program model known as the Village model. The Village model is a membership driven organization through which paid staff, volunteers, and the members themselves coordinate a wide array of services for the purpose of supporting independence and aging in place.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
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
DAAS	Department of Aging and Adult Services
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, 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 to others.

Grantee	San Francisco Village
HSA	Human Services Agency of the City and County of San Francisco
OOA	Office on the Aging
Senior	Person who is 60 years or older.
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.)
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.
Unit of Service	One hour of service
Village Model	The Village Model is a membership based organization through which paid staff, volunteers, and the members themselves coordinate a wide array of services for the purpose of supporting independence and aging in place.

III. Target Population / Eligibility for Village Membership

- 1) A resident of San Francisco *and*
- 2) Aged 60 and above *or* adult aged 18-59 with a disability

- 3) Willing to pay annual membership fee in order to participate

IV. Location and Time of Services

San Francisco Village is located at 3220 Fulton Street. The offices accommodate some Village activities while other activities happen in different neighborhoods in San Francisco, including member's homes.

V. Description of Services

The Village model is a membership driven organization with the goal of allowing community members to reside in their own homes while being able to access services that address their changing lifestyles as they age.

Each Village model will contain the following five (5) core elements:

- 1) Financial Sustainability. A Village model program will be required to develop an organizational plan to demonstrate current as well as future financial sustainability. This may include City/DAAS funding, but should also include membership fees, fundraising, and other funding opportunities. During the annual monitoring process, DAAS Program Analyst will review financial sustainability plan to determine compliance with plan as well as barriers or other challenges faced by Village program.
- 2) Membership Fee. All Village programs will have a minimum membership fee of \$120 per year. In addition to supporting program self-sufficiency, an annual membership fee encourages engagement of the membership as well as close attention to service offerings and member satisfaction by Village leadership.

All Membership fees will be paid by member, member spouse, children or household member. Acceptance of membership fees from sources other than these requires pre-approval from Office on the Aging Analyst. Review of membership payment and sources will be part of the annual program monitoring process.
- 3) Volunteer Recruitment and Development. The Village model relies heavily on the volunteers that take the time to become trained and assigned to work with specific Village members. Each Village program will develop volunteer recruitment, training, and retention practices to maximize volunteer support of their Village.
- 4) Membership Services. The Village model will have a central contact point for coordination of membership services. Membership services will accept requests for services and then coordinate completion of those requests through paid staff, volunteers, or other members. Membership services will provide a "concierge-like service" which will include providing referrals to a vetted list of third party services such as gardeners, handypersons, legal services, and other services which may be central to the goals of the Village model.

- 5) Educational activities. There is often a lack of knowledge within the aging and disability community regarding services available to provide support, encourage independence, and promote aging-in-place. Grantee will develop educational activities among their membership to help increase awareness around aging and aging-in-place services, including DAAS/OOA resources.

VI. Contractor Responsibilities / Units of Service and Definitions

On an annual basis, the Grantee will provide the following services as part of the Village model:

- 1) Unduplicated Consumers. Grantee will provide service to unduplicated consumers which consist of the membership base.

UNIT: One unduplicated consumer who is also a member of the Village program.

- 2) Membership growth. As a membership based program it is incumbent to increase and diversify the membership base. Increase outreach and expand respective Village model membership through specific outreach to the target population; making presentations at public forums, neighborhood associations, and other interested parties about the Village model.

UNIT: One new individual member.

- 3) Volunteer Recruitment and Development. The Village model relies on the volunteers recruited, trained, and assigned to work with specific Village members. Conduct outreach to draw volunteers that will commit to a minimum service requirement.

UNIT: One volunteer

- 4) Service hours. One of the unique features of the Village model is the utilization of volunteers and the members themselves to provide services to the membership. Volunteer hours shall include: volunteer and member time spent providing Village services to members.

UNIT: One hour of service to Village members.

- 5) Educational activities. There is often a lack of knowledge within the aging and disability community regarding services available to provide support, encourage independence, and promote aging-in-place. Grantee will develop educational activities among their membership to help increase awareness around aging and aging-in-place services, including DAAS/OOA resources.

UNIT: One hour of educational activity.

- 6) Annual Satisfaction Survey: Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 50%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VII. Service Objectives

On an annual basis, Grantee will:

- Provide Village model services for 330 unduplicated consumers.
- Expand Village membership by adding 70 new individual members.
- Provide Volunteer Recruitment and Development services to 100 volunteers.
- Provide 3,800 service hours to Village members.
- Provide 480 hours of Educational Activities.

VIII. Outcome Objectives

- At least 75% of survey respondents report via an annual Consumer Satisfaction Survey that their Village membership has helped maintain or increase their independence and ability to live at home.
- At least 75% of survey respondents report via an annual Consumer Satisfaction Survey that through their Village membership they learned about a new aging or aging-in-place related service they were not previously aware of.
- At least 75% of survey respondents report via an annual Consumer Satisfaction Survey that through their Village membership they experience increased opportunities for socialization and interacting with others.
- Demonstrate at least a 5% increase in diversity among the membership over the term of the grant. This increase will be measured from membership demographics reported at the end of FY17/18.
- At least a 75% retention rate among current members on an annual basis. This measure will track all memberships which come up for renewal during each fiscal year and whether that membership was renewed or not.
- 80% of members will age-in-place after one year. This will be measured by the number of members who do not move out of their homes to higher levels of care.

IX. Reporting Requirements

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

- A. The grantee will enter consumers' date into the CA GetCare - 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, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- 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 10th day following the time study month and shall be entered on line to this website link:
<https://sfhsa.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 shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Linda Murley
Program Analyst

Rocio Duenas
Contract Manager

DAAS, Office on the Aging
P.O. Box 7988
San Francisco, CA 94120
(415) 355-6784
linda.murley@sfgov.org

Human Services Agency
P.O. Box 7988
San Francisco, CA 94120
(415) 557-5626
rocio.duenas@sfgov.org

X. 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, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; financial sustainability plan; 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; a board of director list and whether services are provided appropriately according to Sections VII and VIII.
- 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, and HIPAA

	A	B	C	F
1				Appendix B, Page 1
2				Document Date: 4/5/18
3	HUMAN SERVICES AGENCY GRANT BUDGET SUMMARY			
4	BY PROGRAM			
5	Name:			Term:
6	San Francisco Village			7/1/18-6/30/20
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: Village Model			
10	Budget Reference Page No.(s)			Total
11	Program Term		7/1/18-6/30/19	7/1/19-6/30/20
12	Expenditures			
13	Salaries & Benefits	\$196,673	\$196,673	\$393,347
14	Operating Expense	\$86,660	\$86,660	\$173,320
15	Subtotal	\$283,333	\$283,333	\$566,667
16	Indirect Percentage (%)	11%	11%	11%
17	Indirect Cost (Line 16 X Line 15)	\$31,167	\$31,167	\$62,333
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$314,500	\$314,500	\$629,000
20				
21	HSA-DAAS Revenues			
22	General Fund	\$314,500	\$314,500	\$629,000
23				
24				
25				
26				
27				
28				
29				
30	TOTAL HSA-DAAS REVENUES	\$314,500	\$314,500	\$629,000
31	Other Revenues			
32	Program Income			
33				
34				
35				
36				
37	Total Revenues			
38	Full Time Equivalent (FTE)			
40	Prepared by: Kate Hoepke		Telephone No.: 415-387-1375	
41	HSA-CO Review Signature: _____			
42	HSA #1			1/0/1900

	A	B	C	D	E	F	G	J
1								
2								
3								
4	Program: Village Model							
5	(Same as Line 9 on HSA #1)							
6								
7	Salaries & Benefits Detail							
8								
9								
10								
11						7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
12		Agency Totals		For HSA Program				TOTAL
	POSITION TITLE	Annual Full TimeSalary for FTE	Total % FTE	% FTE	Adjusted FTE	Budgeted Salary	Budgeted Salary	
13	Executive Director	\$129,000	100%	31%	31%	\$39,990	\$39,990	\$79,980
14	Volunteer/Member Services Mgr.	\$65,000	100%	31%	31%	\$20,150	\$20,150	\$40,300
15	Program Coordinator	\$63,000	100%	80%	80%	\$50,400	\$50,400	\$100,800
16	Communications Coordinator	\$65,000	100%	80%	80%	\$52,000	\$52,000	\$104,000
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30	TOTALS	\$322,000	4.00	2.22	2.22	\$162,540	\$162,540	\$325,080
31								
32	FRINGE BENEFIT RATE	21.00%						
33	EMPLOYEE FRINGE BENEFITS	\$67,620				\$34,133	\$34,133	\$68,267
34								
35								
36	TOTAL SALARIES & BENEFITS	\$389,620				\$196,673	\$196,673	\$393,347
37	HSA #2							

