



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 *JTS*

DATE: MAY 2, 2018

SUBJECT: GRANT RENEWAL: **SHANTI PROJECT** (NON-PROFIT) FOR PROVISION OF SOCIAL ISOLATION PREVENTION SERVICES FOR LESBIAN, GAY, BISEXUAL, AND TRANSGENDER (LGBT) SENIORS AND ADULTS WITH DISABILITIES

GRANT TERM:	<u>Current</u> 7/1/2016- 6/30/2018	<u>Renewal</u> 7/1/2018- 6/30/2020	<u>Contingency</u>	<u>Total</u> 7/1/2018- 6/30/2020
GRANT AMOUNT:	\$648,000	\$672,400	\$67,240	\$739,640
ANNUAL AMOUNT:	<u>FY 18/19</u> \$336,200	<u>FY 19/20</u> \$336,200		
FUNDING SOURCE	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u> <u>Total</u>
FUNDING:	\$672,400			\$67,240 \$739,640
PERCENTAGE:	100%			100%

The Department of Aging & Adult Services (DAAS) requests authorization to renew a grant agreement with Shanti Project for the time period beginning July 1, 2018 and ending June 30, 2020, in the amount of \$672,400 plus a 10% contingency for a total not to exceed amount of \$739,640. The purpose of this grant is to provide Social Isolation Prevention Services to Lesbian, Gay, Bisexual, and Transgender (LGBT) Seniors and Adults with Disabilities (AWD).

Background

The San Francisco LGBT Aging Policy Task Force was convened in 2012 by the Board of Supervisors to evaluate the needs of LGBT seniors, to assess the capacity of the current support

system to meet those needs, and to make recommendations to address any unmet needs. Findings from the Task Force report indicate that LGBT older adults, when compared to those who identify with the heterosexual population, live with higher rates of physical disabilities, are more likely to live alone, and have lower levels of social support and companionship. These factors lead to significantly higher rates of social isolation, depression, anxiety, and suicidal ideation. The Task Force reviewed services available in San Francisco which address these issues and found such services to be lacking. The Task Force specifically recommended a program design which utilizes care navigation and peer volunteer support models of service delivery which have had a history of success.

In response to the Task Force recommendations, new programming designed to address social isolation in the LGBT senior and adult with disability community was introduced fiscal years 2016-2018. DAAS seeks to continue this work by renewing Social Isolation Prevention Services program grant for fiscal years 2018-2020.

Services to be Provided

Grantee will develop and implement a program utilizing care navigation, peer support, and supportive programming in order to address the emotional, behavioral, health, and social isolation challenges faced by lesbian, gay, bisexual, and transgender seniors and adults with disabilities. Services include the following components:

- 1) Care Navigators serve as the main point of contact for clients, and provide services which include intake, follow up, ongoing assessment and care coordination, information and referral, and drop-in facilitation. Care Navigators will also help with the development and utilization of peer support volunteers who, in turn, help support clients participating in the program.
- 2) Peer Support Volunteers will provide outreach and supportive services for clients participating in the program. Services include emotional and practical support via regular interactions with clients such as social visits, accompaniment to appointments or events, and other assistance.
- 3) Support Programming will create and increase the number of connective programs that support and enhance the emotional and behavioral wellbeing of underserved LGBT seniors and adults with disabilities. These connective programs shall consist of: individual emotional and behavioral support, peer support groups, social activities, and outreach, education, and early intervention programs.

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

Grantee Performance

Grantee was found to be compliant with Citywide Fiscal and Compliance Monitoring standards in February 2018. Program Monitoring took place in April 2018 with no findings.

Grantee Selection

Grantee was selected through RFP (Request for Proposals) #701, which was issued in May 2016.

Funding

This grant will be funded entirely through City and County funds.

Attachments

Appendix A - Scope of Services

Appendix B - Program Budget

Appendix F - Site Chart

APPENDIX A: SERVICES TO BE PROVIDED

Shanti Project

Social Isolation Prevention Services for LGBT Seniors and Adults with Disabilities July 1, 2018 to June 30, 2020

I. Purpose

Limited supportive services are available to address the emotional, behavioral, health, and social isolation challenges faced by lesbian, gay, bisexual, and transgender seniors and adults with disabilities. This grant seeks to address these issues through the development and implementation of a program utilizing 1) care navigation, 2) peer support, and 3) supportive programming.

II. Definitions

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

HSA	Human Services Agency
Isolation	For the purpose of this program, isolation is defined as combination of 2 or more of the following factors: self-reported feelings of isolation, mild to moderate depression, lack of natural or reliable supports, chronic illness or conditions, need for emotional and practical support, lack of engagement with available community-based, natural or social supports, and other additional factors that indicate 1:1 in home and wraparound support would be beneficial
LGBT	Lesbian, Gay, Bisexual, Transgender
Low Income	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, currently at \$36,320 for an individual.
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
Peer Support	Includes the use of paid staff, student-interns, and peer support volunteers. Peer support services include emotional and practical support via regular interactions with clients such as social visits, accompaniment to appointments or events, and other assistance.
Senior	Person who is 60 years of age or older
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code requiring 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 10, Sections 104.1 through 104.9)

Sub-Grantee

Curry Senior Center

Supportive Programming

Includes individual emotional and behavioral support, peer support groups (including abstinence-based and substance-use management groups), and social activities; outreach, education, and early intervention programs.

III. Target Population

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

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

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

IV. Description of Services / Units of Service

In response to the LGBT Aging Task Force finding that there are limited support services for LGBT older adults and following in the LGBT Aging Task Force recommendations, this program seeks to blend the following three proven models of service to address the emotional, practical and behavioral health needs of LGBT Seniors.

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

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

B. Peer Support: Peer Support Volunteers provide outreach and supportive services for isolated, underserved LGBT seniors and AWD living with emotional and behavioral

health challenges. Use of a peer support network provides an innovative service delivery framework for a target population that may be reluctant to seek traditional health and social services due to a history of discrimination and marginalization.

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

C. Support Programming: This program also seeks to create and increase the number of connective programs that support and enhance the emotional and behavioral wellbeing of underserved LGBT older adults. These connective programs shall consist of:

- 1) individual emotional and behavioral support,
- 2) peer support groups, including abstinence-based and substance-use management groups, social activities, and
- 3) outreach, education, and early intervention programs

Support programming will primarily be provided via sub-grant with Curry Senior Center, which currently offers LGBT-specific community services. Curry will develop, coordinate, and implement connective programs, and perform outreach to the wider Tenderloin and South of Market communities to engage the target population.

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

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

UNIT: One unduplicated consumer.

- 2) Care Navigation. Grantee will provide Care Navigation services, consisting of: intake, follow up, on-going assessment, information and referral, on-going care coordination, matching and support of client-volunteer peer support matches, facilitation of peer support volunteer trainings, facilitation of drop-in services, support group facilitation, peer-based psychosocial support (including practical assistance and emotional support).

UNIT: One hour of Care Navigation services.

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

UNIT: One volunteer.

- 4) Peer Support. Grantee will train, coordinate, and provide peer support through the use of paid staff, student-interns, and peer support volunteers. Peer support services include emotional and practical support via regular interactions with clients such as social visits, accompaniment to appointments or events, and other assistance.

UNIT: One hour of Peer Support to consumers.

- 5) Support Programming. Includes individual emotional and behavioral support, peer support groups (including abstinence-based and substance-use management groups), and social activities; outreach, education, and early intervention programs.

UNIT: One hour of Support Programming.

V. Location and Time of Services

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

VI. Service Objectives

For the period July1, 2018 – June 30, 2020, on an annual basis the Grantee will:

- Provide program services for at least **90** unduplicated consumers.
- Provide at least **2100** hours of Care Navigation to consumers.
- Provide Volunteer Recruitment and Development services to at least **20** volunteers.
- Provide at least **4000** Peer Support hours to consumers, delivered by trained peer support volunteers.
- Provide at least **300** hours of Support Programming to consumers, in collaboration with Curry Senior Center and other community partners including Project Open Hand, AIDS Housing Alliance, SFAF 5-Plus, and Lyon Martin Health Services.
- At least **thirty-five percent** (35%) of consumers will respond to an annual consumer satisfaction survey.
- At least **fifty percent** (50%) of peer support volunteers will respond to an annual consumer satisfaction survey.

VII. Outcome Objectives

- At least **seventy percent** (70%) of consumers responding to an annual consumer satisfaction survey will be satisfied (or better) with services and find it beneficial to them.
- At least **seventy percent** (70%) of peer support volunteers responding to an annual consumer satisfaction survey report that their training was comprehensive and helpful to their program role.
- At least **seventy percent** (70%) of consumers will demonstrate reduced isolation by their engagement in care navigation, volunteer peer support activities, or supportive programming.

VIII. Reporting Requirements

- A. Grantee will enter into CA-GetCare the consumer data including the Intake Form by the 5th working day of the month for the preceding month's services.
- B. Grantee will enter into CA-GetCare all the units of service in the Service Recording Tool by the 5th working day of the month for the preceding month.
- C. Monthly reports must be entered into the Contracts Administration, Billing and Reporting Online (CARBON) system for each unit of service delivered during the reporting period for each service listed in Section VI.
- D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 of the following fiscal year. This report must be submitted to the CARBON system.
- E. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules. For specific compliance requirements, please refer to Appendices within the Grant Agreement.
- F. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- G. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is June 10th.
- I. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.

- J. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- K. For assistance with reporting requirements or submission of reports, please contact:

David Kashani, Contract Manager
Human Services Agency
P.O. Box 7988
San Francisco, CA 94120-7988
E-mail: david.kashani@sfgov.org

Rick Appleby, Program Analyst
Office on the Aging
1650 Mission Street, 5th floor
San Francisco, CA 94103
Email: rick.appleby@sfgov.org

IX. Monitoring Activities

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

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name		Term	
6	Shanti Project		7/1/18-6/30/20	
7	(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod. 5/1/18 No. of Mod.			
9	Program: Isolation Prevention Services for LGBT Seniors and Adults with Disabilities			
10	Budget Reference Page No.(s)			
11	Program Term	7/1/18-6/30/19	7/1/19-6/30/20	Total
12	Expenditures			
13	Salaries & Benefits	\$219,204	\$219,204	\$438,408
14	Operating Expense	\$32,568	\$32,568	\$65,136
15	Subtotal	\$251,772	\$251,772	\$503,544
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$37,648	\$37,648	\$75,296
18	Capital/Subcontractor Expenditures	\$46,780	\$46,780	\$93,560
19	Total Expenditures	\$336,200	\$336,200	\$672,400
20	HSA Revenues			
21	General Fund	\$336,200	\$336,200	\$672,400
22				
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$336,200	\$336,200	\$672,400
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$336,200	\$336,200	\$672,400
37	Full Time Equivalent (FTE)	3.22	3.22	
39	Prepared by: Joanne Kipnis	Telephone No.: 415.979.9550	Date: 04/17/2018	
40	HSA-CO Review Signature: _____			
41	HSA #1			10/25/2016

	A	B	C	D	E	F	G	H	I	J
1	Appendix B, Page 3									
2										
3										
4	Program Name: Isolation Prevention Services for LGBT Seniors and Adults with Disabilitie									
5	(Same as Line 9 on HSA #1)									
6										
7	Operating Expense Detail									
8										
9										
10										
11										
12	<u>Expenditure Category</u>				TERM	<u>7/1/18-6/30/19</u>	<u>7/1/19-6/30/20</u>			TOTAL <u>7/1/18-6/30/20</u>
13	Rental of Property					\$9,000	\$9,000			\$18,000
14	Utilities(Elec, Water, Gas, Phone, Garbage)					\$940	\$940			\$1,880
15	Office Supplies, Postage					\$1,500	\$1,500			\$3,000
16	Building Maintenance Supplies and Repair					\$1,170	\$1,170			\$2,340
17	Printing and Reproduction					\$325	\$325			\$650
18	Insurance					\$1,500	\$1,500			\$3,000
19	Staff Training					\$560	\$560			\$1,120
20	Staff Travel-(Local & Out of Town)					\$373	\$373			\$746
21	Rental of Equipment									
22										
23	OTHER									
24	LGBT Senior/AWD Outreach					\$17,200	\$17,200			\$34,400
25										
26	TOTAL OPERATING EXPENSE					\$32,568	\$32,568			\$65,136
27										
28	HSA #3									10/25/2016

	A	B	C	D	E
1					Appendix B, Page 4
2					
3					
4	Program Name: Isolation Prevention Services for LGBT Seniors and Adults with Disabilities				
5	(Same as Line 9 on HSA #1)				
6	Program Expenditure Detail				
7	CONSULTANT/SUBCONTRACTOR		7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
8		Curry Senior Center Subcontract	\$46,780	\$46,780	93,560
9					
10					
11	TOTAL SUBCONTRACTOR COST		46,780	46,780	93,560
12					
13	EQUIPMENT	TERM	7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
14	No.	ITEM/DESCRIPTION			
15					
16					
17					
18	TOTAL EQUIPMENT COST		0	0	0
19					
20	R E M O D E L I N G				
21	Description:		7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
22					
23					
24					
25	TOTAL REMODELING COST		0	0	0
26					
27	TOTAL CAPITAL/SUBCONTRACTOR EXPENDITURE		46,780	46,780	93,560
28					
29	HSA #4				10/25/2016

SITE CHART Appendix F

AGENCY: Shanti Project - Isolation Prevention

HSADDA/S/OFFICE ON THE AGING

FY 18-20

CONTRACT MAILING ADDRESS: 730 Polk Street, San Francisco, CA 94109

DIRECTOR: Kaushik Roy, Shanti Executive Director

PHONE NO.: 415-979-9550

SITES: (includes congregate nutrition, community/social services, home-delivered meal, food distribution, etc.)	Shanti Project	Curry Senior Center																																															
Name of Site																																																	
Address and Zip	3170 23rd Street, San Francisco, CA 94110	333 Turk Street, San Francisco, CA 94102																																															
Phone Number	415.674.4770	(415) 885.2274																																															
Fax Number	415.979.9269	(415) 673.0349																																															
Neighborhood Person in Charge Site Manager	Mission Kaushik Roy Joanne Kipnis	Tenderloin David Knego Toby Shorts																																															
Programs Offered	Isolation Prevention, HIV Services (Individual & Group services), Senior HIV Services, Drop-In Services, Social Integration Activities, Women's Cancer Services, Women's Cancer Wellness services, Shanti Model Volunteer Training, LIFE facilitator training	Iso Prevention Supportive Programming, Community Services, Case Management, Cong. Meal, Medical Clinic																																															
Days Open	<table border="0"> <tr><td></td><td>x</td><td>Mon</td><td>x</td><td>Tues</td></tr> <tr><td></td><td>x</td><td>Wed</td><td>x</td><td>Thurs</td></tr> <tr><td></td><td>x</td><td>Fri</td><td></td><td>Sat</td></tr> <tr><td></td><td></td><td>Sun</td><td></td><td></td></tr> </table>		x	Mon	x	Tues		x	Wed	x	Thurs		x	Fri		Sat			Sun			<table border="0"> <tr><td></td><td>x</td><td>Mon</td><td></td><td>x</td><td>Tues</td></tr> <tr><td></td><td>x</td><td>Wed</td><td></td><td>x</td><td>Thur</td></tr> <tr><td></td><td>x</td><td>Fri</td><td></td><td>x</td><td>Sat</td></tr> <tr><td></td><td></td><td>Sun</td><td></td><td></td><td></td></tr> </table>		x	Mon		x	Tues		x	Wed		x	Thur		x	Fri		x	Sat			Sun						
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Hours Open	10am-6pm	M-F 8am-4:30pm Sat 9am-1:30pm																																															
Hours of scheduled programming	10am-6pm	8am-4pm																																															
Hours of meal service	N/A	8am-1:30pm																																															
Annual number of meals at site	N/A	132,203																																															
Annual # nutrition education units	N/A																																																
Average number of meals per day	N/A	362																																															
Total number of service days in FY		Dining Room: 365 Programs: 248																																															

Days closed	NY Day MLK Jr. Birthday Presidents' Day Memorial Day Independence Day Labor Day Columbus Day (Indigenous Peoples' Day) Veterans' Day Thanksgiving Day and the day after Christmas Day	NY Day MLK Jr. Birthday Presidents' Day Memorial Day Independence Day Labor Day Columbus Day (Indigenous Peoples' Day) Veterans' Day Thanksgiving Day and the day after Christmas Day		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No