



London Breed, 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 *JT*

DATE: AUGUST 15, 2018

SUBJECT: GRANT MODIFICATION: **INSTITUTE ON AGING (NON-PROFIT)** FOR PROVISION OF THE CENTER FOR ELDERLY SUICIDE PREVENTION (CESP)

GRANT TERM:	<u>Current</u> 7/1/2018- 6/30/2019	<u>Modification</u> 7/1/2018- 6/30/2019	<u>Revised</u> 7/1/2018- 6/30/2019	<u>Contingency</u>	<u>Total</u> 7/1/2018- 6/30/2019
GRANT AMOUNT:	\$305,273	\$180,000	\$485,273	\$48,527	\$533,800
ANNUAL AMOUNT:	<u>Current</u> FY 18/19 \$305,273	<u>Revised</u> FY 18/19 \$485,273			
MODIFICATION FUNDING SOURCE PERCENTAGE:	<u>County</u> \$180,000 100%	<u>State</u>	<u>Federal</u>	<u>Contingency</u> \$18,000	<u>Total</u> \$198,000 100%

The Department of Aging & Adult Services (DAAS) requests authorization to modify the existing grant agreement with Institute on Aging for the time period beginning July 1, 2018 and ending June 30, 2019, in the additional amount of \$180,000 plus a 10% contingency for a new total amount not to exceed of \$533,800. The purpose of this grant modification is to increase the program’s capacity to provide services.

Background

The Center for Elderly Suicide Prevention (CESP) program works to improve the well-being of seniors and adults with disabilities (AWD) who require crisis intervention services. The program offers suicide prevention services, emotional support, isolation support, intervention/assessment or other crisis intervention services due to grief or isolation resulting from the death of someone close or lack of access to other emotional supportive services.

Services to be Provided

In order to address the suicide rates for older adults, CESP offers a variety of suicide prevention and emotional support services for older adults and adults with disabilities. The services include grief education and counseling, informal and formal emotional support, crisis intervention and suicide prevention services, as well as education and training for staff at community based organizations. Depending on the service type, services are offered in person and/or over the phone via the “Friendship Line.”

Modification

For FY 2018-19 the program was initially constructed to serve 850 unduplicated consumers. The additional funds for the program will be used to serve an additional 250 unduplicated consumers through increasing capacity in the areas of grief education, training, and community outreach as well as formal emotional support.

Grantee Performance

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

Grantee Selection

Grantee was selected through Request for Proposal (RFP) #647 issued April 2015, for Self-Care and Safety: Abuse/Suicide Prevention/Emotional Support Services for Seniors and Adults with Disabilities.

Funding

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

Attachments

Appendix A1 - Scope of Services

Appendix B1 - Program Budget

APPENDIX A1 – SERVICES TO BE PROVIDED BY GRANTEE

SUICIDE PREVENTION AND EMOTIONAL SUPPORT SERVICES FOR SENIORS AND ADULTS WITH DISABILITIES

July 1, 2018 – June 30, 2019

I. Purpose of Grant

The purpose of this grant is to maintain or improve the well-being of seniors and adults with disabilities who require suicide prevention services, as well as to provide community outreach and education around suicide prevention. These services include emotional support through the Friendship Line, individual and group grief counseling sessions, and community education via grief education, training, and outreach efforts.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CBO	Community Based Organization
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.
Friendship Line	Friendship Line is a 24 hour toll-free accredited crisis line for people aged 60 years and older, as well as for adults with disabilities. In addition to being a crisis intervention hotline, it is also a warm line for non-urgent calls.
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) 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 individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.

Grantee	Institute on Aging (IOA)
HSA	City and County of San Francisco Human Services Agency
LGBT	Lesbian, Gay, Bisexual, Transgender
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 to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> 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 (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
UOS	Unit of Service

III. Target Population

Individuals 60 years of age or older and individuals between 18 and 59 years of age that are living with disabilities. Services must target clients who are members of one or more of the following 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. Description of Services

Services include but are not limited to crisis intervention, peer counseling, professional counseling, telephone reassurance, grief counseling, support groups, and information and referral services to appropriate agencies. These services are provided over the phone or on site. Outreach and community trainings are conducted throughout the City.

V. Location and Time of Services

The details of the sites and operation hours will be located in the grant Site Chart (Appendix F).

VI. Contractor Responsibilities/Definitions of Units of Service

During the term of the grant for Suicide Prevention and Emotional Support Services for Seniors and Adults with Disabilities, the Grantee will provide the following services: Grief education, training, community outreach, crisis intervention/suicide prevention (via the Friendship Line), formal and informal emotional support, and group and individual grief counseling services.

Grief Education, Training, & Community Outreach

Education, training and outreach to Community Based Organizations (CBO) on topics relating to grief, loss, suicide prevention, and other aging issues provided by the Grantee.

UNIT: One Hour

UNIT: One Participant

Crisis Intervention/Suicide Prevention

Interventions provided to Consumers over the phone who may be depressed, bereaved, isolated, alone, substance abusers and/or suicidal.

UNIT: One Intervention

Informal Emotional Support

Consumers who are in distress due to chronic, progressive mental health problems will find comfort and support through contacting this program via phone on the “Friendship Line.” Consumers call as needed.

UNIT: One Participant

Formal Emotional Support

Consumers enrolled in this program will be formally assessed and receive outreach calls on a daily basis for emotional support in order to help them remain in their own home. The emotional support call is also a source for health monitoring and assessment.

UNIT: One Participant

Grief Counseling: Individual Support

Consumers needing support for traumatic loss can be seen on an individual basis.

UNIT: One Individual Session
UNIT: One Participant

Grief Counseling: Groups

Consumers can be seen for traumatic loss support in groups such as (a) structured groups; (b) weekly drop-in groups; or (c) monthly drop-in groups.

UNIT: One Group Session
UNIT: One Participant

VII. Service Objectives

The Grantee will provide the following services on an annual basis during the term of this contract:

- Number of unduplicated consumers provided suicide prevention and emotional support services: **1,100** (sum of unduplicated clients from the below categories: participants from grief education, training, and community outreach, consumers who accessed formal and informal emotional support, individuals who received group and individual grief counseling).
- Number of hours of Grief Education, Training, & Community Outreach: **50**
- Number of participants provided grief education, training, and community outreach: **725**
- Number of interventions provided through crisis-intervention/suicide prevention: **400**
- Number of unduplicated consumers provided informal emotional support: **150**
- Number of unduplicated consumers provided formal emotional support: **150**
- Number of individual grief counseling sessions provided to consumers: **150**
- Number of individuals receiving grief counseling sessions: **50**
- Number of grief counseling group sessions provided to consumers: **50**
- Number of individuals receiving grief group counseling sessions: **25**

VIII. Outcome Objective

- 85% of participants completing a survey who received Grief Group Counseling will report having come away with strategies to better cope with their grief/loss.

- 85% of participants completing a survey receiving Formal Emotional Support phone calls will self-report a better sense of well-being as a result of the calls received.
- 85% of professionals responding to a satisfaction survey who attended educational trainings will report having a better understanding of grief, loss, and depression issues in the senior and adult with disabilities population they serve.

IX. Reporting and Other Requirements

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

- A. The Grantee will enter consumers' data into CA GetCare.
- 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 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.
- F. A minimum of 35% of contracted unduplicated participants will respond to an annual Consumer Satisfaction Survey administered according to HSA guidelines.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA.
- H. 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.
- I. 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.
- J. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.

- K. The Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules.
- L. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports should be sent to the following addresses:

Monte Cimino, MSW
Program Analyst
Human Service Agency
PO Box 7988
San Francisco, CA 94120
monte.cimino@sfgov.org

or

David Kashani
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120
david.kashani@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, 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; clinical supervision of volunteers, program operation, which includes a review of a written policies and procedures manual of all DAAS funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director lists 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, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance and HIPAA requirements

	A	B	C	D	E
1		Appendix B1, Page 1			
2					
3	HUMAN SERVICES AGENCY BUDGET SUMMARY				
4	BY PROGRAM				
5	Name	Term			
6	Institute on Aging - CESP - Friendship Line	7/1/18-6/30/19			
7	(Check One) New Renewal Modification <u> X </u>				
8	If modification, Effective Date of Mod.	No. of Mod.			
9	Program: CESP - Friendship Line				
10	Budget Reference Page No.(s)	Original	Modification	Revised Total	
11	Program Term	7/1/18-6/30/19	7/1/18-6/30/19	7/1/18-6/30/19	Total
12	Expenditures				
13	Salaries & Benefits	\$225,285	\$110,906	\$336,191	\$336,191
14	Operating Expense	\$40,170	\$45,616	\$85,786	\$85,786
15	Subtotal	\$265,455	\$156,522	\$421,977	\$421,977
16	Indirect Percentage (15%)	15%	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$39,818	\$23,478	\$63,296	\$63,296
18	Capital Expenditure	\$0	\$0	\$0	\$0
19	Total Expenditures	\$305,273	\$180,000	\$485,273	\$485,273
20	HSA Revenues				
21	General Fund	\$305,273	\$180,000	\$485,273	\$485,273
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$305,273	\$180,000	\$485,273	\$485,273
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Revenues	\$305,273	\$180,000	\$485,273	\$485,273
37	Full Time Equivalent (FTE)				
39	Prepared by: Carolyn Stead, Sr. Director, IBH				
40	HSA-CO Review Signature:				
41	HSA #1	Telephone No.: 415-750-4186			

Program: CESP - Friendship Line
(Same as Line 9 on HSA #1)

Salaries & Benefits Detail

11	12	Agency Totals		HSA Program		Modification		Original	Modification	Revised Total	TOTAL
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	7/1/18-6/30/19 FTE	Revised FTE	7/1/18-6/30/19 DAAS	7/1/18-6/30/19 DAAS	7/1/18-6/30/19 DAAS	
13	14	15	16	17	18	19	20	21	22	23	24
25	26	27	28	29	30	31	32	33	34	35	36
	POSITION TITLE							Budgeted Salary	Budgeted Salary	Budgeted Salary	7/1/18-6/30/19
	Director, CESP	\$92,576	1.00	65%	0.65	0.02	0.67	\$60,174	\$1,806	\$61,980	\$61,980
	Manager, Friendship Line	\$66,950	1.00	15%	0.15		0.15	\$10,043		\$10,043	\$10,043
	Volunteer Coordinator	\$55,702	1.00	50%	0.50		0.50	\$27,851		\$27,851	\$27,851
	Supervisor	\$51,500	1.00	50%	0.50		0.50	\$25,750		\$25,750	\$25,750
	Program Coordinator	\$44,990	1.00	97%	0.97	0.03	1.00	\$43,680	\$1,310	\$44,990	\$44,990
	Friendship Line Counselor I	\$31,824	0.90	44%	0.40	0.12	0.52	\$12,730	\$3,660	\$16,390	\$16,390
	Friendship Line Counselor II	\$36,421	1.00	100%		0.75	0.75		\$27,316	\$27,316	\$27,316
	Friendship Line Counselor III	\$36,421	1.00	100%		0.60	0.60		\$21,853	\$21,853	\$21,853
	Friendship Line Counselor IV	\$36,421	1.00	100%		0.45	0.45		\$16,390	\$16,390	\$16,390
	Friendship Line Counselor V	\$36,421	1.00	100%		0.45	0.45		\$16,390	\$16,390	\$16,390
	TOTALS	\$489,226	9.90	721%	3.17	2.41	5.58	\$180,228	\$88,725	\$268,953	\$268,953
	FRINGE BENEFIT RATE	25%									
	EMPLOYEE FRINGE BENEFITS	\$122,307						\$45,057	\$22,181	\$67,238	\$67,238
	TOTAL SALARIES & BENEFITS	\$611,533						\$225,285	\$110,906	\$336,191	\$336,191
	HSA #2					10/25/2016					

	A	B	C	D	E	F	G	H
1	Appendix B1, Page 3							
2								
3								
4	Program: CESP - Friendship Line							
5	(Same as Line 9 on HSA #1)							
6								
7	Operating Expense Detail							
8					Original	Modification	Revised Total	TOTAL
9	<u>Expenditure Category</u>			TERM	7/1/18-6/30/19	7/1/18-6/30/19	7/1/18-6/30/19	7/1/18-6/30/19
10	Rental of Property				\$9,856	\$19,445	\$29,301	\$29,301
11	Utilities(Elec, Water, Gas, Phone, Garbage)				\$23,314	\$2,791	\$26,105	\$26,105
12	Office Supplies, Postage				\$7,000		\$7,000	\$7,000
13	Building Maintenance Supplies and Repair							
14	Printing and Reproduction							
15	Insurance							
16	Staff Training							
17	Staff Travel-(Local & Out of Town)							
18	Rental of Equipment							
19	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE							
20								
21								
22								
23								
24								
25	OTHER							
26	Volunteer Training, background check					\$11,330	\$11,330	\$11,330
27	Outreach/promotional material					\$1,000	\$1,000	\$1,000
28	Overnight Supervisor Stipend					\$11,050	\$11,050	\$11,050
29								
30								
31	TOTAL OPERATING EXPENSE				\$40,170	\$45,616	\$85,786	\$85,786
32								
33	HSA #3							