



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 *Ju1*

DATE: SEPTEMBER 5, 2018

SUBJECT: GRANT MODIFICATION: **FAMILY CAREGIVER ALLIANCE (NON-PROFIT) FOR PROVISION OF RESPITE CARE AND CAREGIVER SUPPORT SERVICES**

GRANT TERM:	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
	1/1/2018- 6/30/2020	7/1/2018- 6/30/2020	1/1/2018- 6/30/2020		1/1/2018- 6/30/2020
GRANT AMOUNT:	\$1,250,000	\$550,000	\$1,800,000	\$180,000	\$1,980,000
ANNUAL AMOUNT:	<u>Current</u>	<u>Revised</u>	<u>Current</u>	<u>Revised</u>	
	<u>FY 18/19</u>	<u>FY 18/19</u>	<u>FY 19/20</u>	<u>FY 19/20</u>	
	\$500,000	\$775,000	\$500,000	\$775,000	
	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
MODIFICATION FUNDING SOURCE PERCENTAGE:	\$550,000			\$55,000	\$605,000
	100%				100%

The Department of Aging and Adult Services (DAAS) requests authorization to modify the existing grant agreement with Family Caregiver Alliance (FCA) for the time period beginning July 1, 2018 and ending June 30, 2020, in the additional amount of \$550,000 plus a 10% contingency for a new total amount not to exceed of \$1,980,000. The purpose of the grant modification is to expand the range of caregiver support services provided through the existing grant agreement with a particular focus on providing services to unpaid caregivers living in the City and County of San Francisco who have limited English proficiency and/or low literacy. The added services are intended to more effectively meet the needs of caregivers with limited English proficiency, low literacy, and/or are monolingual.

Background

Proposition I, passed by the City and County of San Francisco voters on November 8, 2016, established the Dignity Fund (Fund). The Fund exists to help older adults and adults with disabilities secure and utilize services that contribute to their well-being and ability to live safely and securely in their own homes and communities. The Fund is administered by the Department of Aging and Adult Services (DAAS). The City Charter Amendment requires the establishment of an Oversight and Advisory Committee (OAC) to monitor and support the administration of the Fund. The OAC is also responsible for developing recommendations regarding services for older adults and adults with disabilities that can be supported by the Fund and providing those recommendations to DAAS. DAAS in consultation with the OAC develops annual allocation plans for monies in the Fund.

The City Charter Amendment also outlines a four year planning cycle for the Fund starting with a Community Needs Assessment (DFCNA) in fiscal year 2017-2018. The purpose of the DFCNA is to identify the services the Fund shall support during the planning cycle. The DFCNA was completed in March 2018. The allocation plan for monies added to the Fund in fiscal year 2018-2019 was developed based on information and recommendations in the DFCNA.

The additional funding to this grant for fiscal years 2018-2020 is based on the recommendation in the DFCNA to expand services that support caregivers, particularly those with limited or no English-speaking proficiency and to conduct targeted outreach to build awareness of caregiver support services among underrepresented groups such as monolingual populations.

Services to be Provided

The services provided through this grant agreement are aimed at supporting the caregiving of older adults and adults with disabilities in their home. The range of services includes respite care and an array of family caregiver support resources. The target population for this grant is unpaid caregivers, 18 years of age and older. Both the caregiver and care receiver must live in the City and County of San Francisco.

Respite care provides unpaid caregivers with temporary in-home or out of home relief from caregiving responsibilities. Respite care is designed to help sustain caregiver health and well-being by giving them short-term breaks which are instrumental in enabling the care recipient to remain in the home and prevent or delay the need for a higher level of care. The frequency of respite may be intermittent, occasional and/or emergency. Respite care will be provided by the Grantee or by one of its identified subcontractors.

The family caregiver support resources are intended to be complimentary to the respite care services provided with a particular focus on serving caregivers and care recipients that have limited English proficiency, low literacy, and/or are monolingual.

For more specific information regarding the breakdown of services, defined objectives, and target population, please refer to the attached Appendix A1.

Modification

For FY 2018-2020 the program was initially constructed to serve 150 unduplicated consumers and provide 24,048 hours of respite care per fiscal year. The additional funding for the program will be used to serve 73 more unduplicated consumers and provide an additional 237 units of caregiver support services. The caregiver support units added are targeted to reach caregivers and care recipients that have limited English proficiency, low literacy, and/or are monolingual.

Grantee Performance

Grantee was found to be compliant with both Program Monitoring and Citywide Fiscal and Compliance Monitoring standards in June 2018.

Grantee Selection

Contractor was selected through Request for Proposals 766, which was competitively bid in September 2017.

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

FAMILY CAREGIVER ALLIANCE

DIGNITY FUND CAREGIVER SUPPORT - RESPITE CARE

January 1, 2018 – June 30, 2020
(Updated July 1, 2018)

I. Purpose

The purpose of this grant is to assist San Francisco residents who are unpaid caregivers of older adults and/or adults with disabilities by providing respite care and to expand caregiver support services for unpaid caregivers, particularly those with limited or no English-speaking proficiency living in the City and County of San Francisco.

Caregiver support services, including respite care aims to improve both the caregiver's and care recipient's well-being. Respite care specifically is designed to help sustain a caregiver's health and welfare by giving them short-term breaks which are instrumental in enabling the care recipient to remain in the home and prevent or delay the need for a higher level of care.

The Dignity Fund Caregiver Support Respite Care program funded by this grant agreement is distinct from the Family Caregiver Support Program (FCSP) funded by DAAS with Older Americans Act subsidy through the California Department of Aging. The source of funding for Dignity Fund Caregiver Support Respite Care program is local funding only through the Dignity Fund.

II. Definitions

ADL	Activities of Daily Living: the basic tasks of everyday life including eating, bathing, dressing, toileting, and transferring (i.e., getting in and out of a bed or chair).
Adult with Disabilities	A person 18 years of age or older living with one or more disabilities
Caregiver	An adult, 18 years of age or older, who provides unpaid in-home care to an older adult/s, 60 years of age or older and/or an adult with disabilities, 18 years of age or older living with one or more disabilities
Caregiver Assessment	An assessment conducted by persons trained and experienced in the skills required to deliver the service that should result in a plan that includes emergency back-up provisions and is periodically updated; and will explore options and courses of action for caregivers by identifying their, (A) willingness to provide care; (B) duration and care frequency preferences; (C) caregiving abilities; (D) physical health, psychological, social support, and training needs; (E) financial resources relative for caregiving; (F) strengths and weaknesses within the immediate caregiving environment and caregiver's

	extended informal support system.
Caregiver Counseling	Counseling provided to a caregiver individually or jointly to the caregiver, care recipient, and other involved family members by a qualified professional appropriately trained and experienced in the skills required to deliver the type of counseling and level of support needed. 1 hour = 1 unit of service
Care Recipient/Receiver	An older adult, 60 years of age or older and/or adult with disabilities, 18 years of age or older, who receives daily unpaid in-home care from a caregiver
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
City	City and County of San Francisco
Communities of Color	Persons who identified with a race or ethnicity other than non-Hispanic White
Consumer Outreach	One-on-one contacts with individuals initiated by the Grantee for the purpose of identifying caregivers and providing them with information about resources, services, and caregiver education. 1 contact = 1 units of service
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services of the San Francisco Human Services Agency
Dignity Fund	The City and County of San Francisco, City Charter, Sections 16.128-1 through 16.128-12. Monies in the Fund shall be used to expend by DAAS solely to help seniors and adults with disabilities secure and utilize the services and support necessary to age with dignity in their own homes and communities.
Dignity Fund Community Needs Assessment (DFCNA)	A Community Needs Assessment report required by the Dignity Fund Charter Amendment and completed in fiscal year 2017-2018.
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: a) Self-care: Activities of Daily Living (ADL), and Instrumental Activities of Daily Living (IADL), b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Family Caregiver	Family Caregiver Support Program is an Older Americans

Support Program (FCSP)	Act program funded separately by DAAS that is distinct from the new program funded by this Grant Agreement. FCSP is a multifaceted system of support services to unpaid family members, family of choice, and/or individuals (e.g., friend) who are caregivers to an older adult/s, age 60 years or older, or individuals of any age with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction, identified as care receivers. https://www.aging.ca.gov/ProgramsProviders/AAA/Family_Caregiver_Support/
Fund	Dignity Fund
Grantee	Family Caregiver Alliance
IADL	Instrumental Activities of Daily Living: Activities related to independent living and include preparing meals, managing money, shopping for groceries or personal items, performing light or heavy housework, and using a telephone.
Language Translation/ Interpretation Assists	The provision of bilingual communication assistance to a caregiver in order to access assistance and receive support for his or her caregiving responsibilities. Examples include translating written or verbal directions for a prescription or over the counter medication taken by the care recipient, interpreting instructions from a healthcare provider regarding related to caregiving responsibilities, etc. 1 assist = 1 unit of service
Legal /Financial Consultation	The provision of one-to-one guidance provided by an attorney (or person under the supervision of an attorney) in the use of legal resources and services when assisting a caregiver with caregiving related legal issues. 1 consult = 1 unit of service
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.
OCM	Office of Contract Management, Human Services Agency
Older Americans Act (OAA)	The Older Americans Act (OAA) seeks to enable all older individuals to maintain their well-being through locally developed community-based systems of services. https://www.acl.gov/about-acl/authorizing-statutes/older-americans-act https://www.aging.ca.gov/ProgramsProviders/AAA/Supportive_Services/
OOA	Office on the Aging, a unit within the Department of Aging and Adult Services of the San Francisco Human Services Agency

Older Adult	Person who is 60 years or older; used interchangeably with “Senior”
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent
Respite Care	A brief period of relief or rest from caregiving responsibilities
Senior	Person who is 60 years or older; used interchangeably with the “Older Adult”
SF-HSA	Human Services Agency of the City and County of San Francisco
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.)

III. Target Population

This grant will serve unpaid caregivers, 18 years of age or older, residing in San Francisco who are caregivers of older adults and/or adults with disabilities living in the City and County of San Francisco having two or more activities of daily living limitations or a cognitive impairment.

Additional target priorities include members of a population with one or more of the following equity factors identified in the Dignity Fund Community Needs Assessment.

- Communities of Color
- Limited or No English Speaking Proficiency
- Low Income
- Sexual Orientation and Gender Identity
- Social Isolation

IV. Description of Services

A. Grantee will provide Respite Care through private in-home care and out-of-home care such as attendance at an adult day program or overnight in a residential care facility. Respite Care may be provided directly by the grantee or through one of its identified subcontractors. The frequency of Respite Care can be intermittent, occasional, and/or emergency and are defined as follows:

- Intermittent - Time off a few hours once a week for a limited time to give the caregiver a planned or unscheduled break.
- Occasional – Time off for the caregiver to attend a special event.
- Emergency – Extended break to address an intervening circumstance, such as caregiver emotional stress or hospitalization and recovery.

- B. Grantee will maintain its ability to offer both in-home and out-of-home care and ensure that the needs of both the caregiver and care receiver are met when respite care is provided.
- C. Grantee will determine the type and amount of Respite Care when conducting a Caregiver Assessment. The caregiver shall have the option to secure respite care as defined in this grant agreement, in the manner that best suits their needs and the needs of the care recipient. Grantee will make other referrals to other needed services if appropriate and able.
- D. Grantee will conduct follow up calls and/or visits with caregivers as needed to ensure that the needs of both the caregiver and care recipient are continuing to be met.
- E. Grantee will conduct targeted outreach to access caregivers with limited English speaking proficiency and/or low literacy. The grantee will also pilot new modalities to reach and/or provide caregiver support services to this population.
- F. Grantee will have policy and procedures that are compliant with local/city, state, and federal regulatory agencies, including the DAAS-OOA policy memoranda manual.
- G. Grantee will maintain at least two Memorandums of Understanding (MOUs) with community based organizations in San Francisco that allocate a portion of direct respite care funding to specified community based organizations to help ensure that San Francisco's diverse population of caregivers is served. The community based organizations and allocations are identified in Appendix B.
- H. Grantee will ensure that community based organizations sub-contracted to provide respite care are experienced in providing respite care services to caregivers and also have policy and procedures that are compliant with local/city, state, and federal regulatory agencies, including DAAS-OOA policy memoranda manual.
- I. Grantee will notify DAAS of modifications to MOUs and/or additional partnerships that result in the reallocation of respite care funding identified in Appendix B and these modifications and/or additions are subject to DAAS approval.
- J. Grantee will ensure that respite care provided through this grantee agreement is tracked and distinguishable from respite care delivered through the Family Caregiver Support Program (FCSP) funded by DAAS with Older Americans Act subsidy through the California Department of Aging. The tracking will include the type of respite care provided, in-home or out-of-home, the numbers of hours, and to whom payment for respite care was sent. When respite care is provided in-home and payment is sent directly to the caregiver, the Grantee must provide the caregiver with guidelines and procedures for hiring an aide to provide respite care.

V. Location and Time of Services

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

VI. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

Grantee will enroll at least the number unduplicated consumers and provide the units of service detailed in Table A below.

Service Objective Summary Table	FY 2017-2018*	FY 2018-2019	FY 2019-2020	Total 3-years
Number of Unduplicated Consumers	75	223	223	521
Number of Respite Care Hours	12,024	24,048	24,048	60,120
Caregiver Assessments Hours	N/A	120	120	240
Follow-up Assistance/Contact Hours	N/A	25	25	50
Language Translation/Interpretation Assists	N/A	20	20	40
Caregiver Counseling Hours	N/A	20	20	40
Public Information and Community Education Activities	N/A	10	10	20
Consumer Outreach Hours	N/A	30	30	60
Legal /Financial Consultation	N/A	5	5	10
Adaptive Aides/Emergency Assistance	N/A	7	7	14
*Year One, FY 2017-2018, is 6 months only	Total	237	237	474

VII. Outcome Objectives

On an annual basis, the Grantee will meet the following outcome objectives:

- A. At least 25% of unduplicated consumers enrolled in the Caregiver Support-Respite Care Program will be seniors and/or adults with disabilities that indicate they have limited or no English proficiency and need translation in fiscal year 2018-2019.
- B. At least 30% of unduplicated consumers enrolled in the Caregiver Support-Respite Care Program will be seniors and/or adults with disabilities that indicate they have limited or no English proficiency and need translation in fiscal year 2019-2020.
- C. Based on an annual consumer survey created by the grantee with input from DAAS with sample size of at least 60% of unduplicated consumers, at least 85% of the surveyed consumers will report they are satisfied with the respite services provided.

- D. Based on an annual consumer survey created by the grantee with input from DAAS with sample size of at least 60% of unduplicated consumers, at least 75% of the surveyed consumers will report that respite services supported their general well-being.
- E. Based on an annual consumer survey created by the grantee with input from DAAS and with sample size of at least 60% of unduplicated consumers, at least 75% of the surveyed consumers will report that the respite care enabled them to provide quality care that suited the needs of the care receiver.
- F. Based on an annual consumer survey created by the grantee with input from DAAS and with sample size of at least 60% of unduplicated consumers, at least 75% of the surveyed consumers will report that the respite care allowed them to take care of other responsibilities.
- G. Based on an annual consumer survey created by the grantee with input from DAAS and with sample size of at least 60% of unduplicated consumers, at least 75% of the surveyed consumers will report that the respite care helped avoid mental exhaustion.
- H. Based on an annual consumer survey created by the grantee with input from DAAS and with sample size of at least 60% of unduplicated consumers, at least 50% of the surveyed consumers will report that the respite care helped minimize physical exhaustion.

VIII. Reporting Requirements

- A. Grantee will provide a monthly report of activities as described in Section IV and VI. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
- B. Grantee will enroll consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers using the DAAS provided or DAAS approved intake form into the CA.GetCare database in accordance to DAAS policy.
- C. 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.
- D. Grantee will enter monthly reports into the CARBON database system that includes the following information:
 - Number of unduplicated consumers served during the month.
 - Number of Respite Care units/hours during the month
- E. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.

- 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 in the CARBON system. Additional reports may be requested and required at other points during the fiscal year.
- G. Grantee will provide an annual consumer satisfaction survey report to DAAS by March 15 each grant year or a mutually agreed upon date between DAAS and the Grantee.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in each grant year as requested by HSA. The due date for submitting the annual summary report is no later than July 10 each grant year.
- I. Grantee shall develop and deliver ad hoc reports as requested by HSA and/or DAAS.

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

david.kashani@sfgov.org		tiffany.kearney@sfgov.org
Contract Manager	Or	Dignity Fund Program Analyst
Human Services Agency		Human Services Agency
Office of Contract Management		Department of Aging and Adult Services

IX. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; consumer eligibility and any targeted mandates, back up documentation for the units of service and all reporting including the log of service units which is based on the service provision hours; sign-in sheets of consumers who participated in services if applicable, and progress of service and outcome objectives; how consumer 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 security awareness training; 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; a 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	E	F	G	
1	Appendix B1, Page 1						Date:	8/16/2018
2								
3	HUMAN SERVICES AGENCY BUDGET SUMMARY							
4	BY PROGRAM							
5	Name				Term			
6	Family Caregiver Alliance				Jan 1, 2018 - June 30, 2020			
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>							
8	If modification, Effective Date of Mod. 7/1/18				No. of Mod. 1			
9	Program:	Caregiver Support - Respite Care	Caregiver Support - Respite Care	Caregiver Support - Respite Care	Caregiver Support - Respite Care	Caregiver Support - Respite Care	Caregiver Support - Respite Care	
10	Budget Reference Page No.(s)		CURRENT	Modification	REVISED	REVISED	Total	
11	Program Term	1/1/2018-6/30/2018	7/1/2018-6/30/2019	7/1/2018-6/30/2019	7/1/18-6/30/19	7/1/19-6/30/20	1/1/18-6/30/20	
12	Expenditures							
13	Salaries & Benefits	\$15,770	\$46,385	\$155,395	\$201,780	\$201,780	\$419,330	
14	Operating Expense	\$137,730	\$271,615	\$94,495	\$366,110	\$366,110	\$869,950	
15	Subtotal	\$153,500	\$318,000	\$249,890	\$567,890	\$567,890	\$1,289,280	
16	Indirect Percentage (%)	10%	6%	10%	8%	8%	8%	
17	Indirect Cost (Line 16 X Line 15)	15,500	\$20,000	\$25,110	\$45,110	\$45,110	\$105,720	
18	Subcontractor & Capital Expenditure	\$81,000	\$162,000	\$0	\$162,000	\$162,000	\$405,000	
19	Total Expenditures	\$250,000	\$500,000	\$275,000	\$775,000	\$775,000	\$1,800,000	
20	HSA Revenues							
21	General Fund	\$250,000	\$500,000	\$275,000	\$775,000	\$775,000	\$1,800,000	
22								
23								
24								
25								
26								
27								
28								
29	TOTAL HSA REVENUES	\$250,000	\$500,000	\$275,000	\$775,000	\$775,000	\$1,800,000	
30	Other Revenues							
31								
32								
33								
34								
35								
36	Total Revenues	\$250,000	\$500,000	\$275,000	\$775,000	\$775,000	\$1,800,000	
37	Full Time Equivalent (FTE)	0.30	0.62	2.10	2.72	2.72		
39	Prepared by: Stephen Hu	Telephone No.: 415-434-3388	Telephone No.: 415-434-3388	Date: 8/13/18				
40	HSA-CO Review Signature: _____							
41	HSA #1						10/25/2016	

