



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 and ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

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

DATE: JUNE 5, 2019

SUBJECT: NEW GRANT: **BAYVIEW HUNTERS POINT MULTIPURPOSE SENIOR SERVICES (NON-PROFIT) AND CONARD HOUSE (NON-PROFIT)** TO PROVIDE MONEY MANAGEMENT SERVICES FOR OLDER ADULTS AND ADULTS WITH DISABILITIES

GRANT TERM: 7/1/2019 - 6/30/2023

|               |            |                    |              |  |
|---------------|------------|--------------------|--------------|--|
| TOTAL AMOUNT: | <u>New</u> | <u>Contingency</u> | <u>Total</u> |  |
|               | \$754,820  | \$75,482           | \$830,302    |  |

  

|                |                |                |                |                |
|----------------|----------------|----------------|----------------|----------------|
| ANNUAL AMOUNT: | <u>FY19/20</u> | <u>FY20/21</u> | <u>FY21/22</u> | <u>FY22/23</u> |
|                | \$188,705      | \$188,705      | \$188,705      | \$188,705      |

  

|                |               |              |                |                    |              |
|----------------|---------------|--------------|----------------|--------------------|--------------|
| Funding Source | <u>County</u> | <u>State</u> | <u>Federal</u> | <u>Contingency</u> | <u>Total</u> |
| FUNDING:       | \$754,820     |              |                | \$75,482           | \$830,302    |
| PERCENTAGE:    | 100%          |              |                |                    | 100%         |

The Department of Aging & Adult Services (DAAS) requests authorization to enter into new grants with Bayview Hunters Point Multipurpose Senior Services and Conard House for the time period beginning July 1, 2019 ending on June 30, 2023, in the combined amount of \$754,820 plus a 10% contingency of \$75,482 for a total not to exceed amount of \$830,302. The specific

breakdown of funding per grantee is summarized in the following table. The purpose of the grant is to provide money management services for older adults and adults with a disability.

| AGENCY  | 7/1/2019<br>-<br>6/30/2020 | 7/1/2020<br>-<br>6/30/2021 | 7/1/2021<br>-<br>6/30/2022 | 7/1/2022<br>-<br>6/30/2023 | 10%<br>CONTINGENCY | TOTAL<br>NOT TO<br>EXCEED |
|---|----------------------------|----------------------------|----------------------------|----------------------------|--------------------|---------------------------|
| Bayview<br>Hunters Point<br>Multipurpose<br>Senior Services | \$116,349                  | \$116,349                  | \$116,349                  | \$116,349                  | \$46,540           | \$511,936                 |
| Conard House  | \$72,356                   | \$72,356                   | \$72,356                   | \$72,356                   | \$28,942           | \$318,366                 |
| <b>TOTAL</b>  | \$188,705                  | \$188,705                  | \$188,705                  | \$188,705                  | \$75,482           | \$830,302                 |

**Background**

DAAS funded Money Management services are community-based programs that provide financial management services to older adults and adults with a disability in San Francisco. These services work to ensure an individual’s everyday needs are met with a focus keeping program participants living in their homes in the community. In order to maintain this stability in the community, Money Management services prioritize the management of income, assets, and financial obligations for the individual.

**Services to be Provided**

These new grant agreements will help to support the Grantees providing Money Management services to older adults and adults with disabilities living in San Francisco. While both Grantees provide Money Management services, there are differences between the two programs.

Bayview Hunters Point Multipurpose Senior Services (BHPMSS) provides for the coordination of a money management program based on the AARP money management model. Services include one-on-one intake and assessment of clients, financial reporting, budgeting and liaising with government funders (i.e. Social Security, Medi-Cal, Veterans Affairs, pension benefits) on behalf of clients. The Program Coordinator acts as a Bill Payer or Representative Payee and determines clients’ financial status and their needs to ensure bills are paid and funds distributed to either the client or caregiver for their personal needs. The Senior Connections hub, site of the Money Management program, has support staff that acts as backup assistance when the Program Coordinator is not in the office.

Conard House provides assistance to consumers in the daily management of their income and assets. Services may include, but are not be limited to, payment of rent and utilities, purchase of food and other necessities, and payment of insurance premiums, deductibles and co-payments.

Conard House ensures that Social Security paperwork is submitted in a timely manner (including regular contact with the Social Security office staff and submitting paperwork in person to the Social Security office); maintains regular contact with other service providers, makes referrals to community resources as needed, has regular contact with public/private landlords to ensure payments of rent and utilities, and actively engages with clients, public assistance offices, landlords, and other providers.

**Selection**

Grantees were selected through Request for Proposals 836, which was competitively bid in April 1, 2019.

**Funding**

Funding for these services will be provided through County General Funds.

**ATTACHMENTS**

Appendix A - Services to be Provided - Bayview Hunters Point Multipurpose Senior Services

Appendix B - Program Budget - Bayview Hunters Point Multipurpose Senior Services

Appendix F - Site Chart - Bayview Hunters Point Multipurpose Senior Services

Appendix A - Services to be Provided - Conard House

Appendix B - Program Budget - Conard House

Appendix F - Site Chart - Conard House

**APPENDIX A – SERVICES TO BE PROVIDED BY GRANTEE**

**Effective July 1, 2019 to June 30, 2023**

**Money Management**

**BAYVIEW HUNTERS POINT MULTIPURPOSE SENIOR SERVICES  
(Bayview Senior Services)**

**I. Purpose**

The purpose of this grant is to ensure an individual’s stability in the community through the prioritizing and managing of income, assets, and financial obligations.

**II. Definitions**

|                         |   |
|-------------------------|---|
| Adult with a Disability | Person 18-59 years of age living with a disability.   |
| CA-CetCare              | A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service units, run reports, etc.   |
| City                    | City and County of San Francisco, a municipal corporation   |
| DAAS                    | Department of Aging and Adult Services  |
| Disability              | A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, 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 |

|                  |  |
|------------------|--|
| 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 others. |
| Grantee          | Bayview Hunters Point Multipurpose Senior Services<br>(Bayview Senior Services)  |
| HSA              | Human Services Agency  |
| LGBTQ+           | 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.   |
| 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.   |
| Money Management | Money Management consists of assistance to consumers in the management of income and assets. This may include, but not limited to, payment of rent and utilities, purchase of food and other necessities, and payment of insurance premiums, deductibles and co-payments.  |

|             |  |
|-------------|--|
| 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. |
| Older Adult | Person who is 60 years or older. Used interchangeably with senior.   |
| OOA         | Office on the Aging  |
| Senior      | Person who is 60 years or older. Used interchangeably with older adult.  |
| 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

Services shall target those older adults and adults with disabilities 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
- Member of LGBTQ+ Community

#### **IV. Eligibility for Money Management Services**

To be eligible for Money Management Services, individuals must be a resident of San Francisco, *and* either an individual 60 years of age or older *or* between 18 and 59 years of age and living with a disability.

#### **V. Location and Time of Services**

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

#### **VI. Description of Services**

The Grantee shall provide Money Management services to eligible clients as described below:

##### **1. Intake/Assessment:**

- Intake - Grantee shall conduct an intake process for each client to document the client's information and reason for visit/referral.
- Enrollment – Grantee shall enroll the client into the program and include an explanation of the range of services available to them.
- Assessment – Grantee shall conduct an assessment of the individual's financial situation and needs. Based on the assessment, the client and the case manager decide what the client's financial needs are and make a plan to meet those needs. Additionally, the assessment shall also include the collection of demographic information, such as age, ethnicity, current address, SOGI data, health insurance, etc.

##### **2. On-Going/Provision of Money Management Services:**

- Money Management Plan – Grantee will develop a plan that may include such items as disbursement of client funds, budgeting, and money management education.
- Ongoing Eligibility Criteria – Grantee will develop policies and procedures for ongoing client eligibility and participation in program.

##### **3. Infrastructure of Money Management Services:**

- Grantee will develop infrastructure to ensure money management services are provided for consumers including the issuing of checks and, when appropriate, the development of a bank account to safely hold client funds.

4. Client Caseload:

- Grantee will develop policy and procedures for money management process, including staffing caseloads based on program model.

**VII. Service Objectives**

The grantee will be required to follow specific service objectives that measure the quantity, quality, and other aspects of the services provided:

The Grantee is required to follow specific service objectives that measure the quantity and other aspects of money management services. The objectives should state the target quantities and match the program services as proposed.

- a. Number of Unduplicated Consumers 130 UDC
- b. Consumer Contacts Service Hours 2,400 hours

Service Hours are defined as the amount of time spent working with a client, or on their behalf, relating to the provision of Money Management services.

**VIII. Outcome Objectives**

The Grantee is required to follow specific outcome objectives that demonstrate and measure the impact, outcomes, or results of services. The grantee is expected to survey a minimum of 65% of the clients regarding the following outcomes:

- At least eighty-five percent (85%) of participants indicate that the agency was responsive to their needs while receiving money management services.
- At least eighty-five percent (85%) of consumers will maintain housing while receiving money management services.
- At least eighty-five percent (85%) of participants will agree that money management services were beneficial in helping to manage their financial obligations.

**IX. Reporting Requirements**

1. Grantee will enter into CA-GetCare the consumer data including the Intake Form by the required due date as specified by the OOA (<https://ca.getcare.com/caprovider/>).
2. Grantee will enter into CA-GetCare all service unit data as aggregate service units by the 5<sup>th</sup> working day of the month for the preceding month.
3. Grantee will provide a monthly report of number of activities/services served as described in Section II.B. – Service and Outcome Objectives. Grantee will enter the monthly metrics in the Contracts Administration Reporting and Billing On-line (CARBON) system by the 15<sup>th</sup> of the following month.



4. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section II.B. – 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 15<sup>th</sup> of the month following the end of the program year.
5. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the community services program.
6. 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 July 10<sup>th</sup>.
7. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
8. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.

Monte Cimino  
 Program Analyst  
 DAAS, Office on the Aging  
 PO Box 7988  
 San Francisco, CA 94120  
 monte.cimino@sfgov.org

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

**X. Monitoring Activities:**

- A. Program Monitoring: Program monitoring will include review of 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 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 program operation 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; 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.

## HUMAN SERVICES AGENCY BUDGET SUMMARY

|  |                  |                  |                  |                  |                  |
|--|------------------|------------------|------------------|------------------|------------------|
| Name   |                  |                  |                  |                  | Term             |
| Bayview Senior Services  |                  |                  |                  |                  | 7/1/19-6/30/23   |
| (Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/> |                  |                  |                  |                  |                  |
| If modification, Effective Date of Mod. No. of Mod.  |                  |                  |                  |                  |                  |
| <b>Program: Money Management for Seniors and Adults with Disabilities</b>  |                  |                  |                  |                  |                  |
| Budget Reference Page No.(s)   |                  |                  |                  |                  |                  |
| Program Term   | 7/1/19-6/30/20   | 7/1/20-6/30/21   | 7/1/21-6/30/22   | 7/1/22-6/30/23   | Total            |
| <b>Expenditures</b>  |                  |                  |                  |                  |                  |
| Salaries & Benefits  | \$101,714        | \$101,714        | \$101,714        | \$101,714        | \$406,856        |
| Operating Expenses   |                  |                  |                  |                  |                  |
| <b>Subtotal -</b>  | <b>\$101,714</b> | <b>\$101,714</b> | <b>\$101,714</b> | <b>\$101,714</b> | <b>\$406,856</b> |
| Indirect Percentage (%)  | 15%              | 15%              | 15%              | 15%              | 15%              |
| Indirect Cost (Line 16 X Line 15)  | \$15,257         | \$15,257         | \$15,257         | \$15,257         | \$61,028         |
| Capital/Subcontractor Expenditures   |                  |                  |                  |                  |                  |
| <b>Total Expenditures</b>  | <b>\$116,349</b> | <b>\$116,349</b> | <b>\$116,349</b> | <b>\$116,349</b> | <b>\$465,396</b> |
| <b>HSA Revenues</b>  |                  |                  |                  |                  |                  |
| Local funds  | \$116,349        | \$116,349        | \$116,349        | \$116,349        | \$465,396        |
|  |                  |                  |                  |                  |                  |
|  |                  |                  |                  |                  |                  |
|  |                  |                  |                  |                  |                  |
|  |                  |                  |                  |                  |                  |
| <b>TOTAL HSA REVENUES</b>  | <b>\$116,349</b> | <b>\$116,349</b> | <b>\$116,349</b> | <b>\$116,349</b> | <b>\$465,396</b> |
| <b>Other Revenues</b>  |                  |                  |                  |                  |                  |
|  |                  |                  |                  |                  |                  |
|  |                  |                  |                  |                  |                  |
|  |                  |                  |                  |                  |                  |
| <b>Total Revenues</b>  | <b>\$116,349</b> | <b>\$116,349</b> | <b>\$116,349</b> | <b>\$116,349</b> | <b>\$465,396</b> |
| Full Time Equivalent (FTE)   |                  |                  |                  |                  |                  |
| Prepared by:   | Telephone No.:   |                  |                  | Date: 05/10/2018 |                  |
| HSA-CO Review Signature:   |                  |                  |                  |                  |                  |
| HSA #1   |                  |                  |                  |                  | 6/5/2019         |

**Program: Money Management for Seniors and Adults with Disabilities**  
 (Same as Line 9 on HSA #1)

**Salaries & Benefits Detail**

| POSITION TITLE                       | Agency Totals                   |             | HSA Program                    |              | 7/1/19-6/30/20       | 7/1/20-6/30/21       | 7/1/21-6/30/22       | 7/1/22-6/30/23       | 7/1/19-6/30/23        |
|--------------------------------------|---------------------------------|-------------|--------------------------------|--------------|----------------------|----------------------|----------------------|----------------------|-----------------------|
|                                      | Annual Full Time Salary for FTE | Total FTE   | % FTE funded by HSA (Max 100%) | Adjusted FTE | DAAS Budgeted Salary | DAAS Budgeted Salary | DAAS Budgeted Salary | DAAS Budgeted Salary | TOTAL Budgeted Salary |
| Money Management Coordinator         | \$61,485                        | 1.00        | 100%                           | 1.00         | \$61,485             | \$61,485             | \$61,485             | \$61,485             | \$245,940             |
| Money Management Assistant           | \$38,480                        | 1.00        | 50%                            | 0.50         | \$19,240             | \$19,240             | \$19,240             | \$19,240             | \$76,960              |
|                                      |                                 |             |                                |              |                      |                      |                      |                      |                       |
|                                      |                                 |             |                                |              |                      |                      |                      |                      |                       |
|                                      |                                 |             |                                |              |                      |                      |                      |                      |                       |
|                                      |                                 |             |                                |              |                      |                      |                      |                      |                       |
|                                      |                                 |             |                                |              |                      |                      |                      |                      |                       |
|                                      |                                 |             |                                |              |                      |                      |                      |                      |                       |
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|                                      |                                 |             |                                |              |                      |                      |                      |                      |                       |
|                                      |                                 |             |                                |              |                      |                      |                      |                      |                       |
|                                      |                                 |             |                                |              |                      |                      |                      |                      |                       |
|                                      |                                 |             |                                |              |                      |                      |                      |                      |                       |
|                                      |                                 |             |                                |              |                      |                      |                      |                      |                       |
|                                      |                                 |             |                                |              |                      |                      |                      |                      |                       |
|                                      |                                 |             |                                |              |                      |                      |                      |                      |                       |
| <b>TOTALS</b>                        | <b>\$99,965</b>                 | <b>2.00</b> | <b>150%</b>                    | <b>1.50</b>  | <b>\$80,725</b>      | <b>\$80,725</b>      | <b>\$80,725</b>      | <b>\$80,725</b>      | <b>\$322,900</b>      |
| <b>FRINGE BENEFIT RATE</b>           | <b>26%</b>                      |             |                                |              |                      |                      |                      |                      |                       |
| <b>EMPLOYEE FRINGE BENEFITS</b>      | <b>\$25,991</b>                 |             |                                |              | <b>\$20,989</b>      | <b>\$20,989</b>      | <b>\$20,989</b>      | <b>\$20,989</b>      | <b>\$83,956</b>       |
| <b>TOTAL SALARIES &amp; BENEFITS</b> | <b>\$125,956</b>                |             |                                |              | <b>\$101,714</b>     | <b>\$101,714</b>     | <b>\$101,714</b>     | <b>\$101,714</b>     | <b>\$406,856</b>      |

6/5/2019

Program: Money Management for Seniors and Adults with Disabilities  
 (Same as Line 9 on HSA #1)

Operating Expense Detail

| Expenditure Category                        | TERM |                |                |                |                | TOTAL          |
|---|------|----------------|----------------|----------------|----------------|----------------|
|   |      | 7/1/19-6/30/20 | 7/1/20-6/30/21 | 7/1/21-6/30/22 | 7/1/22-6/30/23 | 7/1/19-6/30/23 |
| Rental of Property                          |      |                |                |                |                |                |
| Utilities(Elec, Water, Gas, Phone, Garbage) |      |                |                |                |                |                |
| Office Supplies, Postage                    |      |                |                |                |                |                |
| Building Maintenance Supplies and Repair    |      |                |                |                |                |                |
| Printing and Reproduction                   |      |                |                |                |                |                |
| Insurance                                   |      |                |                |                |                |                |
| Staff Training                              |      |                |                |                |                |                |
| Staff Travel-(Local & Out of Town)          |      |                |                |                |                |                |
| Rental of Equipment                         |      |                |                |                |                |                |
| <b>CONSULTANTS</b>                          |      |                |                |                |                |                |
| Consultant A                                |      |                |                |                |                |                |
|   |      |                |                |                |                |                |
| <b>OTHER</b>                                |      |                |                |                |                |                |
| Example A                                   |      |                |                |                |                |                |
|   |      |                |                |                |                |                |
| <b>TOTAL OPERATING EXPENSE</b>              |      |                |                |                |                |                |
| HSA #3                                      |      |                |                |                |                | 6/5/2019       |

SITE CHART F

FY 2019-2023

HSA/DAAS/OFFICE ON THE AGING

AGENCY: BAYVIEW SENIOR SERVICES

CONTRACT MAILING ADDRESS: 1753 Carroll Avenue, San Francisco, CA 94124

DIRECTOR: Cathy Davis  
PHONE NO.: 415.822-1444 x1111

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| <b>SITES:</b> (includes congregate nutrition, community/social services, home-delivered meal, food distribution, etc.) | Other Site applicable to this program:  |   |   |   |   |
| <b>Name of Site</b>  | Dr. George W. Davis Senior Center   |   |   |   |   |
| <b>Address and Zip</b>   | 1753 Carroll Avenue<br>94124  |   |   |   |   |
| <b>Phone Number</b>  | 415.822.1444  |   |   |   |   |
| <b>Fax Number</b>  | 415.822-5827  |   |   |   |   |
| <b>Neighborhood Person in Charge Site Manager</b>  | Bayview<br>Linda Mack-Burch<br>Lawrence Boyd MMP Dir.   |   |   |   |   |
| <b>Programs Offered</b>  | Money Management  |   |   |   |   |
| <b>Days Open</b>   | <input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues<br><input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thur<br><input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat<br><input type="checkbox"/> Sun | <input type="checkbox"/> Mon <input type="checkbox"/> Tues<br><input type="checkbox"/> Wed <input type="checkbox"/> Thur<br><input type="checkbox"/> Fri <input type="checkbox"/> Sat<br><input type="checkbox"/> Sun | <input type="checkbox"/> Mon <input type="checkbox"/> Tues<br><input type="checkbox"/> Wed <input type="checkbox"/> Thur<br><input type="checkbox"/> Fri <input type="checkbox"/> Sat<br><input type="checkbox"/> Sun |   |   |
| <b>Hours Open</b>  | 9am - 5pm   |   |   |   |   |
| <b>Hours of scheduled programming</b>  | 9am - 5pm   |   |   |   |   |
| <b>Hours of meal service</b>   | N/A   |   |   |   |   |
| <b>Annual number of meals at site</b>  |   |   |   |   |   |
| <b>Annual # nutrition education units</b>  |   |   |   |   |   |
| <b>Average number of meals per day</b>   | N/A   |   |   |   |   |
| <b>Total number of service days in FY</b>  | 300   |   |   |   |   |
| <b>Days closed</b>   | Sunday, Fed Holiday   |   |   |   |   |
| <b>Handicapped Accessible</b>  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

## APPENDIX A – SERVICES TO BE PROVIDED BY GRANTEE

Effective July 1, 2019 to June 30, 2023

### Money Management

#### CONARD HOUSE

##### I. Purpose

The purpose of this grant is to ensure an individual's stability in the community through the prioritizing and managing of income, assets, and financial obligations.

##### II. Definitions

|                         |   |
|-------------------------|---|
| Adult with a Disability | Person 18-59 years of age living with a disability.   |
| CA-CetCare              | A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service units, run reports, etc.   |
| City                    | City and County of San Francisco, a municipal corporation   |
| DAAS                    | Department of Aging and Adult Services  |
| Disability              | A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, 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 |

|                  |  |
|------------------|--|
| 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 others. |
| Grantee          | Conard House   |
| HSA              | Human Services Agency  |
| LGBTQ+           | 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.   |
| 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.   |
| Money Management | Money Management consists of assistance to consumers in the management of income and assets. This may include, but not limited to, payment of rent and utilities, purchase of food and other necessities, and payment of insurance premiums, deductibles and co-payments.  |



|              |  |
|--------------|--|
| 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. |
| Older Adults | Person who is 60 years or older. Used interchangeably with senior.   |
| OOA          | Office on the Aging  |
| Senior       | Person who is 60 years or older. Used interchangeably with older adult.  |
| 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

Services must target those older adults and adults with disabilities 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
- Member of LGBTQ+ Community

#### **IV. Eligibility for Money Management Services**

To be eligible for Money Management Services, individuals must be a resident of San Francisco, *and* either an individual 60 years of age or older *or* between 18 and 59 years of age and living with a disability.

#### **V. Location and Time of Services**

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

#### **VI. Description of Services**

The Grantee shall provide Money Management services to eligible clients as described below:

##### **1. Intake/Assessment:**

- Intake – Grantee shall begin an intake process for each client to document the client’s information and reason for visit/referral.
- Enrollment – Grantee shall enroll the client into the program and include an explanation of the range of services available to them.
- Assessment – Grantee shall conduct an assessment of the individual’s financial situation and needs. Based on the assessment, the client and the case manager decide what the client’s financial needs are and make a plan to meet those needs. Additionally, the assessment shall also include the collection of demographic information, such as age, ethnicity, current address, SOGI data, health insurance, etc.

##### **2. On-Going/Provision of Money Management Services:**

- Money Management Plan – Grantee will develop a plan that may include such items as disbursement of client funds, budgeting, and money management education.
- Ongoing Eligibility Criteria – Grantee will develop policies and procedures for ongoing client eligibility and participation in program.

##### **3. Infrastructure of Money Management Services:**

- Grantee will develop infrastructure to ensure money management services are provided for consumers including the issuing of checks and, when appropriate, the development of a bank account to safely hold client funds.

4. Client Caseload:

- Grantee will develop policy and procedures for money management process, including staffing caseloads based on program model.

**VII. Service Objectives**

The grantee will be required to follow specific service objectives that measure the quantity, quality, and other aspects of the services provided:

The Grantee is required to follow specific service objectives that measure the quantity and other aspects of money management services. The objectives should state the target quantities and match the program services as proposed.

- a. Number of Unduplicated Consumers **30 UDC**
- b. Consumer Contacts **2,160 consumer contacts**

Consumer Contacts are defined as one interaction with an individual enrolled in Money Management services accessing those services.

**VIII. Outcome Objectives**

The Grantee is required to follow specific outcome objectives that demonstrate and measure the impact, outcomes, or results of services. The grantee is expected to survey a minimum of 65% of the clients regarding the following outcomes:

- At least eighty-five percent (85%) of participants indicate that the agency was responsive to their needs while receiving money management services.
- At least eighty-five percent (85%) of consumers will maintain housing while receiving money management services.
- At least eight-five percent (85%) of participants will agree that money management services were beneficial in helping them manage their financial obligations.

**IX. Reporting Requirements**

1. Grantee will enter into CA-GetCare the consumer data including the Intake Form by the required due date as specified by the OOA (<https://ca.getcare.com/caprovider/>).
2. Grantee will enter into CA-GetCare all service unit data as aggregate service units by the 5<sup>th</sup> working day of the month for the preceding month.
3. Grantee will provide a monthly report of number of activities/services served as described in Section II.B. – Service and Outcome Objectives. Grantee will enter the monthly metrics in the Contracts Administration Reporting and Billing On-line (CARBON) system by the 15<sup>th</sup> of the following month.

4. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section II.B. – 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 15<sup>th</sup> of the month following the end of the program year.
5. Grantee will develop and maintain with OOA’s approval, an updated Site Chart (using OOA’s format) with details about the community services program.
6. 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 July 10<sup>th</sup>.
7. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
8. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.

Monte Cimino  
 Program Analyst  
 DAAS, Office on the Aging  
 PO Box 7988  
 San Francisco, CA 94120  
 monte.cimino@sfgov.org

Ella Lee  
 Contract Manager  
 Human Services Agency  
 PO Box 7988  
 San Francisco, CA 94120  
 ella.lee@sfgov.org

**X. Monitoring Activities:**

- A. Program Monitoring: Program monitoring will include review of 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 CAGetCare, 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 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; 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.

**HUMAN SERVICES AGENCY BUDGET SUMMARY**

|  |                 |                 |                             |                 |                        |
|--|-----------------|-----------------|-----------------------------|-----------------|------------------------|
| Name<br><b>Conard House, Inc.</b>  |                 |                 |                             |                 | Term<br>7/1/19-6/30/23 |
| (Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/> |                 |                 |                             |                 |                        |
| If modification, Effective Date of Mod. _____ No. of Mod. _____  |                 |                 |                             |                 |                        |
| <b>Program: Money Management for Seniors and Adults with Disabilities</b>  |                 |                 |                             |                 |                        |
| Budget Reference Page No.(s) _____   |                 |                 |                             |                 |                        |
| Program Term   | 7/1/19-6/30/20  | 7/1/20-6/30/21  | 7/1/21-6/30/22              | 7/1/22-6/30/23  | Total                  |
| <b>Expenditures</b>  |                 |                 |                             |                 |                        |
| Salaries & Benefits  | \$45,018        | \$45,018        | \$45,018                    | \$45,018        | \$180,072              |
| Operating Expenses   | \$17,900        | \$17,900        | \$17,900                    | \$17,900        | \$71,600               |
| <b>Subtotal</b>  | <b>\$62,918</b> | <b>\$62,918</b> | <b>\$62,918</b>             | <b>\$62,918</b> | <b>\$251,672</b>       |
| Indirect Percentage (%)  | 15.00%          | 15.00%          | 15.00%                      | 15.00%          | 15.00%                 |
| Indirect Cost (Line 16 X Line 15)  | \$9,438         | \$9,438         | \$9,438                     | \$9,438         | \$37,752               |
| Capital/Subcontractor Expenditures   | \$0             | \$0             | \$0                         | \$0             | \$0                    |
| <b>Total Expenditures</b>  | <b>\$72,356</b> | <b>\$72,356</b> | <b>\$72,356</b>             | <b>\$72,356</b> | <b>\$289,424</b>       |
| <b>HSA Revenues</b>  |                 |                 |                             |                 |                        |
| SF General Fund  | \$72,356        | \$72,356        | \$72,356                    | \$72,356        | \$289,424              |
|  |                 |                 |                             |                 | \$0                    |
|  |                 |                 |                             |                 | \$0                    |
|  |                 |                 |                             |                 | \$0                    |
|  |                 |                 |                             |                 | \$0                    |
|  |                 |                 |                             |                 | \$0                    |
|  |                 |                 |                             |                 | \$0                    |
| <b>TOTAL HSA REVENUES</b>  | <b>\$72,356</b> | <b>\$72,356</b> | <b>\$72,356</b>             | <b>\$72,356</b> | <b>\$289,424</b>       |
| <b>Other Revenues</b>  |                 |                 |                             |                 |                        |
|  |                 |                 |                             |                 | \$0                    |
|  |                 |                 |                             |                 | \$0                    |
|  |                 |                 |                             |                 | \$0                    |
|  |                 |                 |                             |                 | \$0                    |
| <b>Total Revenues</b>  | <b>\$72,356</b> | <b>\$72,356</b> | <b>\$72,356</b>             | <b>\$72,356</b> | <b>\$289,424</b>       |
| Full Time Equivalent (FTE) _____   |                 |                 |                             |                 |                        |
| Prepared by: Roxie Uyeda   |                 |                 | Telephone No.: 415-864-7833 |                 | Date: May 14, 2019     |
| HSA-CO Review Signature: _____   |                 |                 |                             |                 |                        |
| HSA #1   |                 |                 |                             |                 | 10/25/2016             |

Program: Money Management for Seniors and Adults with Disabilities  
(Same as Line 9 on HSA #1)

**Salaries & Benefits Detail**

| POSITION TITLE            | Agency Totals                   |           | HSA Program                    |              | 7/1/19-6/30/20       | 7/1/20-6/30/21       | 7/1/21-6/30/22       | 7/1/22-6/30/23       | 7/1/19-6/30/23        |
|---------------------------|---------------------------------|-----------|--------------------------------|--------------|----------------------|----------------------|----------------------|----------------------|-----------------------|
|                           | Annual Full Time Salary for FTE | Total FTE | % FTE funded by HSA (Max 100%) | Adjusted FTE | DAAS Budgeted Salary | DAAS Budgeted Salary | DAAS Budgeted Salary | DAAS Budgeted Salary | TOTAL Budgeted Salary |
|                           | Associate Director Operations   | \$75,561  | 1.00                           | 3%           | 0.03                 | \$2,116              | \$2,116              | \$2,116              | \$2,116               |
| Program Director II       | \$60,000                        | 1.00      | 3%                             | 0.03         | \$1,920              | \$1,920              | \$1,920              | \$1,920              | \$7,680               |
| Case Manager              | \$50,505                        | 1.00      | 46%                            | 0.46         | \$23,131             | \$23,131             | \$23,131             | \$23,131             | \$92,524              |
| FIU Account Supervisor    | \$58,240                        | 1.00      | 4%                             | 0.04         | \$2,330              | \$2,330              | \$2,330              | \$2,330              | \$9,320               |
| FIU Account Manager       | \$47,029                        | 1.00      | 4%                             | 0.04         | \$1,881              | \$1,881              | \$1,881              | \$1,881              | \$7,524               |
| FIU Account Manager       | \$47,029                        | 1.00      | 4%                             | 0.04         | \$1,881              | \$1,881              | \$1,881              | \$1,881              | \$7,524               |
| FIU Messenger             | \$34,320                        | 1.00      | 3%                             | 0.03         | \$1,064              | \$1,064              | \$1,064              | \$1,064              | \$4,256               |
|                           |                                 |           |                                |              | \$0                  | \$0                  | \$0                  | \$0                  | \$0                   |
|                           |                                 |           |                                |              | \$0                  | \$0                  | \$0                  | \$0                  | \$0                   |
|                           |                                 |           |                                |              | \$0                  | \$0                  | \$0                  | \$0                  | \$0                   |
|                           |                                 |           |                                |              | \$0                  | \$0                  | \$0                  | \$0                  | \$0                   |
|                           |                                 |           |                                |              | \$0                  | \$0                  | \$0                  | \$0                  | \$0                   |
|                           |                                 |           |                                |              | \$0                  | \$0                  | \$0                  | \$0                  | \$0                   |
|                           |                                 |           |                                |              | \$0                  | \$0                  | \$0                  | \$0                  | \$0                   |
|                           |                                 |           |                                |              | \$0                  | \$0                  | \$0                  | \$0                  | \$0                   |
| FRINGE BENEFIT RATE       | 31%                             |           | 31.16%                         |              |                      |                      |                      |                      |                       |
| EMPLOYEE FRINGE BENEFITS  | \$116,128                       |           |                                |              | 10,695               | \$10,695             | \$10,695             | \$10,695             | \$42,780              |
| TOTAL SALARIES & BENEFITS | \$488,812                       |           |                                |              | \$45,018             | \$45,018             | \$45,018             | \$45,018             | \$180,072             |
| HSA #2                    |                                 |           |                                |              |                      |                      |                      |                      | 10/25/2016            |

Program: Money Management for Seniors and Adults with Disabilities  
(Same as Line 9 on HSA #1)

**Operating Expense Detail**

| Expenditure Category  | TERM |                 |                 |                 |                 | TOTAL           |
|---|------|-----------------|-----------------|-----------------|-----------------|-----------------|
|   |      | 7/1/19-6/30/20  | 7/1/20-6/30/21  | 7/1/21-6/30/22  | 7/1/22-6/30/23  | 7/1/19-6/30/23  |
| Rental of Property  |      | \$3,700         | \$3,700         | \$3,700         | \$3,700         | \$14,800        |
| Utilities(Elec, Water, Gas, Phone, Garbage)   |      | \$2,900         | \$2,900         | \$2,900         | \$2,900         | \$11,600        |
| Office Supplies, Postage  |      | \$1,100         | \$1,100         | \$1,100         | \$1,100         | \$4,400         |
| Building Maintenance Supplies and Repair  |      | \$900           | \$900           | \$900           | \$900           | \$3,600         |
| Printing and Reproduction   |      | \$0             | \$0             | \$0             | \$0             | \$0             |
| Insurance   |      | \$400           | \$400           | \$400           | \$400           | \$1,600         |
| Staff Training  |      | \$100           | \$100           | \$100           | \$100           | \$400           |
| Staff Travel-(Local & Out of Town)  |      | \$0             | \$0             | \$0             | \$0             | \$0             |
| Rental of Equipment   |      | \$500           | \$500           | \$500           | \$500           | \$2,000         |
| <b>CONSULTANTS</b>  |      |                 |                 |                 |                 |                 |
| Consultant A  |      |                 |                 |                 |                 | \$0             |
|   |      |                 |                 |                 |                 | \$0             |
| <b>OTHER</b>  |      |                 |                 |                 |                 |                 |
| Security Service (location)   |      | \$100           | \$100           | \$100           | \$100           | \$400           |
| Legal Services  |      | \$100           | \$100           | \$100           | \$100           | \$400           |
| Client Expense (bank reconciliation fees, check cashing fees; client transportation; other client exp |      | \$7,900         | \$7,900         | \$7,900         | \$7,900         | \$31,600        |
| Program Fees & Supplies   |      | \$200           | \$200           | \$200           | \$200           | \$800           |
|   |      |                 |                 |                 |                 | \$0             |
| <b>TOTAL OPERATING EXPENSE</b>  |      | <b>\$17,900</b> | <b>\$17,900</b> | <b>\$17,900</b> | <b>\$17,900</b> | <b>\$71,600</b> |
| HSA #3  |      |                 |                 |                 |                 | 10/25/2016      |



APPENDIX F - SITE CHART

HSA/DAAS/OFFICE OF AGING FY 2019-2023

FY: 2019 - 2023

AGENCY: Conard House, Inc

CONTRACT MAILING ADDRESS: 1385 Mission, Suite 200, San Francisco, CA 94103

DIRECTOR: Richard Heasley, Executive Director PHONE NO.: 415.864.7833

|   |   |                          |  |  |
|---|---|--------------------------|--|--|
| <b>SITES:</b>                                     |   |                          |  |  |
| <b>Location</b>                                   | 259 Hyde Street<br>SF, CA 94102   | Community Services North |  |  |
| <b>Name of Site</b>                               |   |                          |  |  |
| <b>Address and Zip</b>                            | 259 Hyde SF, CA 94102   |                          |  |  |
| <b>Phone Number</b>                               | 415.928.0111  |                          |  |  |
| <b>Fax Number</b>                                 | 415.928.0952  |                          |  |  |
| <b>Neighborhood</b>                               | Tenderloin  |                          |  |  |
| <b>Person in Charge</b>                           | Liliana Suarez<br>(Director of Supportive Housing and Community Services)   |                          |  |  |
| <b>Site Manager</b>                               | Matthew Bauer, Program Director II  |                          |  |  |
| <b>Programs Offered</b>                           | Representative payee, money management, case management.  |                          |  |  |
| <b>Days Open</b>                                  | x Mon x Tues<br>x Wed x Thurs<br>x Fri ___ Sat<br>___ Sun   |                          |  |  |
| <b>Hours Open</b>                                 | 9-5   |                          |  |  |
| <b>Hours of scheduled programming</b>             | 10-4 Mon., Tues., Wed., Fri.<br>11-4 Thurs.<br>12 Noon - 1 pm lunch - daily   |                          |  |  |
| <b>Total number of service days in FY 19 - 20</b> | 250   |                          |  |  |
| <b>Days Closed</b>                                | Conard House Holidays:<br>January 31 <sup>st</sup> , New Year's Day, Martin Luther King Day (3rd Monday in January), President's Day (3 <sup>rd</sup> Monday in February), Memorial Day (4 <sup>th</sup> Monday in May), Independence Day (July 4 <sup>th</sup> ), Labor Day (1 <sup>st</sup> Monday in September), Thanksgiving Day and the Friday after, Christmas Day (December 25 <sup>th</sup> ) |                          |  |  |
| <b>Handicap Accessible</b>                        | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No   |                          |  |  |