



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: MAY 1, 2019

SUBJECT: GRANT MODIFICATION: **FELTON INSTITUTE (NON-PROFIT) FOR PROVISION OF THE SENIOR COMPANION PROGRAM**

GRANT TERM:	<u>Current</u> 7/1/16- 6/30/19	<u>Modification</u> 7/1/19- 6/30/20	<u>Revised</u> 7/1/16- 6/30/20	<u>Contingency</u>	<u>Total</u>
GRANT AMOUNT:	\$255,563	\$87,300	\$342,863	\$34,286	\$377,149
ANNUAL AMOUNT:	<u>FY16/17</u> \$83,093	<u>FY17/18</u> \$85,170	<u>FY18/19</u> \$87,300	<u>FY 19/20</u> \$87,300	
FUNDING SOURCE MODIFICATION FUNDING PERCENTAGE:	<u>County</u> \$87,300 100%	<u>State</u>	<u>Federal</u>	<u>Contingency</u> \$8,730	<u>Total</u> \$96,030 100%

The Department of Aging and Adult Services requests authorization to modify the existing grant agreement with Felton Institute for the time period beginning July 1, 2019 and ending June 30, 2020, in the amount of \$87,300 plus a 10% contingency for a total not to exceed \$377,149. The purpose of this modification is to continue the Senior Companion program through the end of the 2019-2020 fiscal year.

Background

The Senior Companion Program establishes social service roles for volunteers through which they maintain a sense of self-worth, retain physical health and mental alertness, and enrich their social contacts. It also provides supportive services, including friendship and socialization, to older persons in an effort to maintain independent living. Senior Companions serve 15 to 40

hours per week helping an average of three to five adult clients live independently in their own homes. Volunteers receive pre-service orientation, training from the organization where they serve, supplemental insurance while on duty, and may qualify to earn a tax-free hourly stipend. To qualify for a tax-free stipend, a Senior Companion volunteer's income must be at or below 200% federal poverty level. An individual making over 200% of poverty level can be a Senior Companion but they will not be eligible to receive a stipend.

Services to be Provided

Funding for the Senior Companion program will support continued development of volunteer opportunities throughout the community by matching low to moderate-income older persons with opportunities to support individuals in their homes and increase capacity at local community based programs. Senior Companions may be assigned one-on-one to visit older adults in their homes. Visits can include sorting mail, watching a movie together, sharing a snack. Senior Companions also help with grocery shopping or picking up a prescription. Senior Companions help meet critical community needs by increasing the service capacity of Community Center sites where they volunteer. Seniors Companions help with activities, congregate meal service and socialization of participants. Senior Companion volunteers benefit from meaningful volunteer service to others, enriching both the volunteer's life and the lives of those they serve.

Grantee Performance

Grantee was found to be compliant with Citywide Fiscal and Compliance Monitoring standards in February 2019. Program monitoring took place in March 2019 with no findings.

Grantee Selection

Grantee was selected through Request for Proposals 677, which was competitively bid in March 2016.

Funding

Funding for this grant is provided entirely by City and County funds. Volunteer stipends represent more than 50% of the budget.

Attachments

Appendix A1: Services to be Provided

Appendix B1: Budget

APPENDIX A-1- SERVICES TO BE PROVIDED BY GRANTEE

FAMILY SERVICE AGENCY OF SAN FRANCISCO DBA FELTON INSTITUTE

Effective July 1, 2019 to June 30, 2020

SENIOR COMPANION PROGRAM (SCP)

I. Purpose

The purpose of this grant is to empower people 55 years of age and older to contribute to their communities through service, enhance the lives of those who serve and those whom they serve, and provide communities with valuable supportive services and companionship.

II. Program Definition

The Senior Companion Program creates social service roles for volunteers through which older adults can maintain a sense of self-worth, retain physical health and mental alertness, and enrich their social contacts through regular and ongoing volunteer opportunities. It also provides supportive services to older persons in an effort to maintain independent living.

Adult Day Program An ADP program is a community-based program providing non-medical care to persons 18 years of age or older in need of personal care services, supervision or the assistance essential for sustaining the activities of daily living or for the protection of the individual on less than a 24-hour basis. The State Department of Social Services (DSS) licenses these centers as community care facilities. This program is not eligible for Medi-Cal reimbursement.

CARBON Contracts Administration, Reporting and Billing On-Line System

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	Family Service Agency of San Francisco, also known as Felton Institute
HSA	Human Services Agency of City and County of San Francisco
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. Eligibility to be enrolled as Senior Companion Volunteer

Senior Companions must:

- be 55 years of age or older;
- meet the established income eligibility guidelines not to exceed 200 percent of the poverty level;
- be determined by a physical examination to be capable of serving frail older adults or adults living with disabilities between 18 and 59 years of age. Volunteer service must be performed without physical detriment to either the Senior Companion or the adult served;
- be willing to accept supervision as required;
- be willing to serve from 15 to 40 hours per week; and
- be willing to receive 20 hours of pre-service orientation training before assignment and monthly in-service training thereafter.

Eligibility to be a Senior Companion may not be restricted on the basis of formal education, experience, race, religion, color, national origin, sex, age, handicap, or political affiliation.

IV. Description of Service

- A. The Senior Companion Program provides supportive services to adults with physical, emotional, cognitive and mobility health limitations, in an effort to achieve and maintain their highest level of independent living. The Program has a dual purpose:

1. Engage persons 55 and older, particularly those with low to moderate incomes, in volunteer service to meet critical community needs by increasing the service capacity of those sites, where volunteers provide service.
 2. Provide a high-quality experience that enriches the lives of the volunteers and those they serve.
- B.** Senior Companions visit with and assist homebound older adults with one-on-one social interactions, chores, grocery shopping, transportation to medical and other appointments and other duties as needed and appropriate.
 - C.** The Senior Companion may advocate for the client when appropriate, and assist with obtaining community resources that prolong independence and improve quality of life.
 - D.** The Senior Companion may be placed in a structured program such as an Adult Day Program or a Community Center for older adults. The Senior Companion encourages and assists older adults participate in center based activities designed to help the client maintain independence and increase socialization.
 - E.** The Senior Companion is an integral part of care management and is trained to alert doctors and/or family members of potential health problems.
 - F.** Many Senior Companions may also work with persons diagnosed with Alzheimer's disease, stroke, diabetes, or other cognitive and/or mobility issues. .
 - G.** After placement in the community and in return for their services, Senior Companions receive a tax-exempt stipend of \$2.65 per hour in accordance with the Domestic Volunteer Service Act of 1973, as amended. Additional benefits include a free meal or meal reimbursement for each day of service, reimbursement for transportation to and from the work site, supplemental accident, personal liability and excess automobile insurance coverage, an annual physical examination, and personal recognition for their efforts.

V. Units of Service and Definitions

During the term of the grant, the Grantee will provide service to the indicated number of consumers with the indicated number of units of service on an annual basis:

Unduplicated Senior Companions:

An individual volunteer enrolling in the program and serving as a Senior Companion.

Unit: One (1) unduplicated Senior Companion

Number of Volunteer Hours:

Time spent by Senior Companions deployed in the community providing services.

Unit: One (1) Hour

Number of unduplicated Older Adults Served:

Senior Companion program federal regulations require that volunteers provide person-to-person services to frail and isolated older adults. The average ratio of volunteer to clients is 3 to 5 assigned clients per volunteer. Grantee agrees to operate this program at a 5 clients per Senior Companion ratio.

Unit: One (1) unduplicated senior receiving services from a Senior Companion.

VI. Service Objectives

During the Grant Term:

- Grantee will provide at minimum 15 unduplicated volunteers to serve as Senior Companions.
- Grantee will provide at minimum 12,740 volunteer hours through Senior Companion services.
- Grantee will provide Senior Companion services to a minimum of 75 unduplicated seniors.

VII. Outcome Objectives

At least eighty per cent (80%) of Senior Companions will respond to the annual consumer satisfaction survey.

- At least seventy-five percent (75%) of Senior Companions responding to the annual consumer satisfaction survey agree that program participation makes them feel they are providing a meaningful service to the community.
- At least seventy-five percent (75%) of Senior Companions responding to the annual consumer satisfaction survey agree that program participation makes them feel engaged in their work assignment.
- At least eighty percent (80%) of Senior Companion placement sites will continue to participate in the program throughout the year.

VIII. Reporting and Other Requirements

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

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.

- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th each contract year.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. 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.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Esperanza Zapien
 Contracts Manager/HSA
 P.O. Box 7988
 San Francisco, CA 94120
 esperanza.zapien@sfgov.org

Linda Murley
 DAAS, Office on the Aging
 P.O. Box 7988
 San Francisco, CA 94120
 linda.murley@sfgov.org

IX. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.

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
1	Appendix B-1,					Page 1
2	Document Date:					4/8/2019
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Name			Term		
6	Felton Institute			July 1, 2016 - 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.		No. of Mod.			
9	Program: DAAS - Senior Companion Program					
10	Budget Reference Page No.(s)				Modification	
11	Program Term		7/1/16 - 6/30/17	7/1/17 - 6/30/18	7/1/18 - 6/30/19	7/1/19 - 6/30/20
12	Expenditures					
13	Salaries & Benefits	\$12,324	\$12,324	\$20,865	\$20,865	\$66,378
14	Operating Expense	\$59,931	\$61,737	\$55,048	\$55,048	\$231,764
15	Capital Expenditure					\$0
16	Subtotal	\$72,255	\$74,061	\$75,913	\$75,913	\$298,142
17	Indirect Percentage (%)	15%	15%	15%	15%	
18	Indirect Cost (Line 17 X Line 18)	\$10,838	\$11,109	\$11,387	\$11,387	\$44,721
19	Total Expenditures	\$83,093	\$85,170	\$87,300	\$87,300	\$342,863
20	HSA Revenues					
21						
22	General Fund	\$83,093	\$85,170	\$87,300	\$87,300	\$342,863
23						
24						
25						
26						
27						
28						
29						
30						
31						
32						
33						
34	TOTAL HSA REVENUES	\$83,093	\$85,170	\$87,300	\$87,300	\$342,863
35	Other Revenues					
36						
37						
38						
39						
40	Total Revenues	\$83,093	\$85,170	\$87,300	\$87,300	\$342,863
41	Full Time Equivalent (FTE)					
43	Prepared by: Lissette Garza, Controller			Telephone No.: 474-7310 ext. 486		4/8/2019
44	HSA-CO Review Signature: _____					
45	HSA #1					

Salaries & Benefits Detail

	A	B	C	D	E	F	G	H	I	J	K
1	Contractor's Name: Felton Institute										
2	(Same as line 6 on HSA #1)										
3											
4											
5											
6											
7											
8											
9											
10	Agency Totals										
11	POSITION TITLE	Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE 7-16-6-18	Adjusted FTE 7-18-6-20	7/1/16 - 6/30/17	7/1/17 - 6/30/18	7/1/18 - 6/30/19	7/1/19 - 6/30/20	Modification
12	Program Director	\$62,000	100.0%	13.0%	10.0%	13.0%	\$6,200	\$6,200	\$8,000	\$8,000	7/1/16-6/30/20 \$28,400
13	Program Coordinator	\$41,000	100.0%	11.0%	8.0%	11.0%	\$3,280	\$3,280	\$4,600	\$4,600	\$15,760
14	Volunteer Coordinator	\$26,500	50.0%	26.0%	13.0%	13.0%			\$3,450	\$3,450	\$6,900
15											
16											
17											
18											
19											
20											
21											
22											
23											
24											
25											
26	TOTALS	\$129,500	2.50	0.50	0.31	0.37	\$9,480	\$9,480	\$16,050	\$16,050	\$51,060
27	FRINGE BENEFIT RATE	30.00%									
28	EMPLOYEE FRINGE BENEFITS	\$38,860					\$2,844	\$2,844	\$4,815	\$4,815	\$15,318
29	TOTAL SALARIES & BENEFITS	\$168,350					\$12,324	\$12,324	\$20,865	\$20,865	\$66,378
30											
31											
32											
33	HSA #2										

Operating Expense Detail

	A	B	C	D	E	F	G	H	I	J	K	L	M
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
12													
13													
14													
15													
16													
17													
18													
19													
20													
21													
22													
23													
24													
25													
26													
27													
28													
29													
30													
31													
32													
33													

Modification

TERM 7/1/16 - 6/30/17 7/1/17 - 6/30/18 7/1/18 - 6/30/19 7/1/19 - 6/30/20 7/1/16-6/30/20

OTHER
 Volunteer Recognition \$2,000 \$2,000 \$598 \$598 \$5,196
 Volunteer Meals \$3,250 \$3,250 \$3,250 \$3,250 \$13,000
 Volunteer Transportation \$3,765 \$3,765 \$2,765 \$2,765 \$13,060
 Program Related Expenses \$1,179 \$1,179 \$1,179 \$1,179 \$4,716
 TOTAL OPERATING EXPENSE \$59,931 \$61,737 \$55,048 \$55,048 \$231,764

HSA #3
 4/8/2019