



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org

MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: KELLY DEARMAN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS 

DATE: AUGUST 3, 2022

SUBJECT: NEW GRANT: **STEPPINGSTONE (NON-PROFIT)** TO
PROVIDE LGBTQ+ COMMUNITY SERVICES
PROGRAM PILOT

GRANT TERM: 7/1/2022 – 6/30/2027

GRANT AMOUNT:	New	Contingency	Total
	\$934,283	\$93,428	\$1,027,711

ANNUAL AMOUNT	FY22/23	FY23/24	FY24/25	FY25/26	FY26/27
	\$204,843	\$182,360	\$182,360	\$182,360	\$182,360



London Breed
Mayor

Trent Rhorer
Executive Director

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$934,283			\$93,428	\$1,027,711
PERCENTAGE:	100%				100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into a grant with SteppingStone for the period of July 1, 2022 through June 30, 2027, in an amount of \$934,283, plus a 10% contingency for a total amount not to exceed \$1,027,711. The purpose of the grant is to provide community service programming for LGBTQ+ older adults and adults with disabilities in San Francisco that will maintain or improve their well-being, support their independence, and promote LGBTQ+ affirmation.

Background

Community service programs provide site-based services focused on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older adults and adults with disabilities. The programming maintains or improves the well-being of individuals by providing activities and services designed to support them to live independently in their own homes and communities, reduce social isolation, and serve as an access point for other home and community-based services. Community service programming includes four categories: activity scheduling, enhanced outreach, social services, and translation services.

Services to be Provided

Through this grant, the grantee will provide new community services programming with activities and services designed to support LGBTQ+ participants and their caregivers, increase awareness of services available to them, and reduce barriers for engagement. Program staff will be trained on LGBTQ+ history, cultural humility, and other topics to increase understanding of strengths and challenges facing LGBTQ+ populations. Grantee will also ensure the physical space of the community service site is safe and welcoming to LGBTQ+ participants.

DAS defines the four components of community service programming as:

- **Activity Scheduling**: Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes, provides opportunities for connection with other participants, and that help participants maintain or enhance their level of functioning.
- **Enhanced Outreach**: Outreach to the target population within the LGBTQ+ community using a more formal strategy or specific campaign to address barriers to accessing services in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service (i.e. safety issues, transportation needs, etc.).
- **Social Services**: The provision of one-to-one assistance to individuals that enables them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.
- **Translation Services**: Assistance provided individually or in a group to individuals who cannot speak/read English. Examples of translation services include the translation of forms, letters, applications, and

interpretations over phone calls for an individual. It can also include translation of grantee's monthly activity calendars and flyers from English to another language, as well as interpretation for presentations, group announcements, etc. American Sign Language (ASL), braille, and teleprompting are included in translation services.

Services will be provided in person, via telephone, virtually over the internet, or through other effective means of communication and connection. Grantee will continue to follow guidance or instructions from federal, state, and local health departments regarding the COVID-19 pandemic, with the intent to maximize the health and safety of program staff and participants receiving services.

From July 1st through December 31st 2022, through this grant, grantee will also offer "Body Dynamics and the Aging Process," a 17-week college level class taught by a City College of San Francisco instructor with an advanced degree and teaching experience in the field of study that teaches strategies for implementing a physical activity program, techniques for stress reduction, and key healthy aging concepts such as nutrition and disease. The class will be open to any older adult or adult with disabilities interested. A participant will register for the class as a separate activity within the community service program.

Selection

Grantee was selected through Request for Proposals #1016, which was competitively bid in April 2022.

Funding

Funding for this grant is provided through County General Funds.

ATTACHMENTS

Appendix A

Appendix B

APPENDIX A – SERVICES TO BE PROVIDED STEPPINGSTONE

July 1, 2022 – June 30, 2027
LGBTQ+ Community Services Program Pilot

I. Purpose

The purpose of this grant is to provide community service programming for LGBTQ+ older adults and adults with disabilities in San Francisco that will maintain or improve their well-being and promote LGBTQ+ affirmation. The program will provide activities and services designed to support LGBTQ+ participants and their caregivers, increase awareness of services available to them, and reduce barriers for engagement.

II. Definitions

ADHC	Adult Day Health Care is a licensed community-based day health program that provides services to older persons and adults with chronic medical, cognitive, or mental health conditions and/or disabilities that are at risk of needing institutional care.
Adult with a Disability	A person 18 -59 years of age living with a disability.
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transfer, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
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, a municipal corporation.
Communities of Color	An inclusive term and unifying term for persons who do not identify as White, who have been historically and systemically disadvantaged by institutionalized and interpersonal racism.
DAS	Department of Disability and Aging 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.
Grantee	SteppingStone
HSA	Human Services Agency of the City and County of San Francisco
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.
Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person's primary language.
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
OCP	Office of Community Partnerships
Older Adult	Person who is 60 years or older, used interchangeably with senior.
Senior	Person who is 60 years or older, used interchangeably with older adult.
Socially Isolated	Having few social relationships and few people to interact with regularly.
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 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:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+

- Persons at risk of institutionalization

IV. Eligibility for Services

To participate in the program, an individual must be:

- A resident of San Francisco *and*
- Be an older adult or an adult with a disability *or*
- A caregiver of an older adult or an adult with disability.

V. Location and Time of Services

The grantee will provide community service programming at Mission Creek ADHC, 930 4th Street, San Francisco, CA 94158. Program hours are Monday through Friday, 12:30 to 4:30 p.m. Some programming will also be available virtually or by phone.

VI. Description of Services and Program Requirements

1. Grantee will provide community service programming for LGBTQ+ older adults and adults with disabilities, or their caregivers, in person, via telephone, virtually over the internet, or through other effective means of communication and connection. The provision of programming will be culturally attuned to attract LGBTQ+ individuals to participate. Community service programming consists of activities and services that focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of participants. There are four categories of community service programming.
 - a) Activity Scheduling – Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes the help participants maintain or enhance their level of functioning.
 - b) Enhanced Outreach – Formal outreach efforts and/or the provision of enhanced services to engage the target population. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for underserved area, problem solving certain barriers to services (i.e. safety issues, transportation needs, etc.).
 - c) Social Services – The provision of one-on-one assistance to individuals that enables them to resolve problems. Assistance may include information and referral, completion of forms/applications, home visits, medical escort services, and emotional support by phone or in person.
 - d) Translation Services – Assistance provided individually or in a group to individuals who cannot speak/read English. Examples of translation services include the translation of forms, letters, applications, and interpretations over phone calls for an individual. It can also include translation of grantee’s monthly activity calendars and flyers from English to another language, as well as interpretation for presentations, group announcements, etc. American Sign Language (ASL), braille, and teleprompting are included in translation services.
2. Grantee will ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the target population, and adhere to all the program standards. Grantee will have at least one (1.0) full time equivalent (FTE) of which at least 0.75 FTE will be a single employee whose work time and job description is dedicated to coordinating

and delivering community service programming for LGBTQ+ older adults and adults with disabilities.

3. Grantee will develop and maintain LGBTQ+ cultural competency training for staff. Grantee will create an annual training plan. The plan may include subcontract performance agreements and/or memorandums of understanding.
4. Grantee will develop and maintain an enhanced outreach plan. The plan may include subcontract performance agreements and/or memorandums of understanding.
5. Grantee will continue to follow guidance or instructions from health care providers, the Centers for Disease Control and Prevention (CDC), California Department of Public Health (CDPH), and local health departments relating to COVID-19. If there are contradictory requirements between the most current CDC, CDPH, and local health department guidance or health orders, providers should follow the strictest requirements. The grantee will follow the requirements with the intent to maximize the health and safety of their staff and participants receiving services.
6. From July 1st through December 31st 2022, grantee will offer “Body Dynamics and the Aging Process,” a 17-week college level class taught by a City College of San Francisco instructor with an advanced degree and teaching experience in the field of study that teaches strategies for implementing a physical activity program, techniques for stress reduction, and key healthy aging concepts such as nutrition and disease. The grantee may continue to offer the class each college semester that DAS OCP is able to provide funding for it. The class will be open to any older adult or adult with disabilities interested. A participant will register for the class as a separate activity within the community service program.

VII. Service Objectives

On an annual basis, grantee will meet the following Services Objectives:

Service Objective	Annual Target
Unduplicated Consumer (UDC)	120
Activity Scheduling	700
Enhanced Outreach	500
Social Services	2,000
Translation Services	500
One (1) unit of service = One (1) hour of service provision	

VIII. Outcome Objectives

On an annual basis, grantee will meet the following Outcome Objectives:

Community Service Program

- Participants will receive the services and/or activities they need from the program. Target: 80%
- Participants who participate in physical activity programming will report positive impact on their health. Target: 80%
- Participants who received social services or translation assistance, or participated in an educational program, will report that the service helped to improve their lives. Target: 80%
- Participants will report an increase in their socialization opportunities and interaction with others. Target: 80%

Based on an annual consumer satisfaction survey created by DAS OCP and with sample size of at least 35% of the annual unduplicated consumers enrolled in the program.

Body Dynamics and the Aging Process Class

- Class participants report that the course increased their socialization opportunities and interaction with others. Target: 80%
- Class participants report increase in knowledge of one or more of the following areas: strategies for implementing a physical activity program, techniques for stress reduction, and/or key healthy aging concepts such as nutrition and disease. Target: 80%

Based on an annual satisfaction survey created by the grantee with input from DAS and with sample size of at least 75% of the participants enrolled in the class.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible participants into the program by entering required consumer information using a DAS approved intake form into CA GetCare in a timely basis.
2. Grantee will enter into CA GetCare Service Units section all the units of service defined in Section VII by the 5th working day of the month for the preceding month. Grantee will ensure that units of service provided are tracked and distinguishable.
3. Grantee will enter in CARBON the annual Outcome Objective metrics as defined in Section VIII by the 15th of the month following the end of the program year.
4. Grantee will develop and deliver a bi-annual summary report of SOGI data collected in each grant year as requested by HSA. The due date for submitting the bi-annual summary reports are January 10th (June – December data) and July 10th (January – June data) each grant year.
5. Grantee will enter the annual outcome objective metrics identified in Section VIII of the Appendix A in the CARBON database by the 15th of the month following the end of the program year.
6. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st each grant year and must be submitted in CARBON.
7. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
8. Grantee will develop and deliver ad hoc reports as requested by HSA, DAS, and/or OCP.
9. Program staff are required to complete an Elder Abuse Mandated Reporter and a Security Awareness training annually. Grantee must provide proof of completion of these trainings.
10. Grantee must be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
11. Grantee must develop a manual of policies and procedures for all aspects of the program, including a grievance policy and project income policy, that are consistent with DAS OCP policy memorandum.
12. For assistance with reporting and contract requirements, please contact:

Sarah Chan
Program Analyst
Office of Community Partnerships
sarah.chan@sfgov.org

Annyse Acevedo
Senior Contracts Manager
Office of Contracts Management
annyse.acevedo@sfgov.org

X. Monitoring Activities

1. Program Monitoring: Program monitoring will include review of program operations, reporting, and outcomes for compliance to specific program standards and requirements. This includes, but not limited to, the following: Participant records (physical and electronic), client eligibility and targeted mandates, documentation in CA GetCare and/or CARBON, service logs for units of services, sign-in sheets for consumer participation, hours of operations, time studies (if applicable), organizational charts, list of governing board members, evidence of provision of staff training on the topics of Elder Abuse Mandated Reporter and Security Awareness, program staff qualifications, staffing levels and types, written policies and procedures of all aspects of the program, project income policy, grievance procedures, outreach materials, activity calendars, results of annual satisfaction surveys, progress towards service and outcome objectives, and accessibility and safety of facilities.
2. Fiscal Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, 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 the Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, MOUs, the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Name SteppingStone						Term July 1, 2022 - June 30, 2027
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>						
If modification, Effective Date of Mod. _____ No. of Mod. _____						
Program: LGBTQ+ Community Services Program Pilot						
Budget Reference Page No.(s) _____						
Program Term	FY 22/23	FY 23/24	FY24/25	FY25/26	FY26/27	Total
Expenditures						
Salaries & Benefits	\$91,195	\$91,195	\$91,195	\$91,195	\$91,195	\$455,975
Operating Expense	\$91,127	\$71,576	\$71,576	\$71,576	\$71,576	\$377,431
Subtotal	\$182,322	\$162,771	\$162,771	\$162,771	\$162,771	\$833,406
Indirect Percentage (%)	15%	15%	15%	15%	15%	
Indirect Cost (Line 16 X Line 15)	\$22,521	\$19,589	\$19,589	\$19,589	\$19,589	\$100,877
Capital Expenditure						
Total Expenditures	\$204,843	\$182,360	\$182,360	\$182,360	\$182,360	\$934,283
HSA Revenues						
General Fund	\$204,843	\$182,360	\$182,360	\$182,360	\$182,360	\$934,283
TOTAL HSA REVENUES	\$204,843	\$182,360	\$182,360	\$182,360	\$182,360	\$934,283
Other Revenues						
Total Revenues						
Full Time Equivalent (FTE)						
Prepared by:	Telephone No.:				Date	
HSA-CO Review Signature:	_____					
HSA #1						10/25/2016

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		FY 22/23	FY 23/24	FY24/25	FY25/26	FY26/27	Total
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DAS Program	DAS Program	DAS Program	DAS Program	DAS Program	DAS Program
					Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
<i>Program Coordinator</i>	\$64,000	1.00	100%	1.00	\$64,000	\$64,000	\$64,000	\$64,000	\$64,000	\$320,000
<i>Program Director</i>	\$103,000	1.00	5%	0.05	\$5,150	\$5,150	\$5,150	\$5,150	\$5,150	\$25,750
Dir. Of Services & Outreach	\$112,000	1.00	5%	0.05	\$5,600	\$5,600	\$5,600	\$5,600	\$5,600	\$28,000
TOTALS	\$279,000	3.00	110%	1.10	\$74,750	\$74,750	\$74,750	\$74,750	\$74,750	\$373,750
FRINGE BENEFIT RATE	22%									
EMPLOYEE FRINGE BENEFITS	\$61,380				\$16,445	\$16,445	\$16,445	\$16,445	\$16,445	\$82,225
TOTAL SALARIES & BENEFITS	\$340,380				\$91,195	\$91,195	\$91,195	\$91,195	\$91,195	\$455,975
HSA #2										10/25/2016

Program: LGBTQ+ Community Services Program Pilot
 (Same as Line 9 on HSA #1)

Operating Expense Detail

EXPENDITURE CATEGORY	TERM	FY 22/23	FY 23/24	FY24/25	FY25/26	FY26/27	Total
Rental of Property							
Utilities(Elec, Water, Gas, Phone, Garbage)							
Office Supplies, Postage							
Building Maintenance Supplies and Repair							
Printing and Reproduction		\$7,000	\$7,000	\$7,000	\$7,000	\$7,000	\$35,000
Insurance							
Staff Training			\$4,000	\$4,000	\$4,000	\$4,000	\$16,000
Staff Travel-(Local & Out of Town)							
Rental of Equipment							
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE							
Curry Senior Center		\$57,179	\$57,179	\$57,179	\$57,179	\$57,179	\$285,895
OTHER							
Program Supplies		\$4,465	\$3,397	\$3,397	\$3,397	\$3,397	\$18,053
Higher Learning		\$22,483					\$22,483
TOTAL OPERATING EXPENSE		\$91,127	\$71,576	\$71,576	\$71,576	\$71,576	\$377,431
HSA #3							10/25/2016