



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

MEMORANDUM

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
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www.SFHSA.org



London Breed
Mayor

Trent Rhorer
Executive Director

TO:	DISABILITY AND AGING SERVICES COMMISSION				
THROUGH:	KELLY DEARMAN, EXECUTIVE DIRECTOR				
FROM:	CINDY KAUFFMAN, DEPUTY DIRECTOR ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS				
DATE:	JUNE 2, 2021				
SUBJECT:	NEW GRANT: OPENHOUSE (NON-PROFIT) TO PROVIDE LESBIAN, GAY, BISEXUAL, TRANSGENDER AND QUEER (LGBTQ+) CULTURAL SENSITIVITY TRAINING				
GRANT TERM:	7/01/2021 – 6/30/2025				
GRANT AMOUNT	<u>New</u>		<u>Contingency</u>		<u>Total</u>
	\$241,040		\$24,104		\$265,144
ANNUAL AMOUNT	<u>FY21/22</u>	<u>FY22/23</u>	<u>FY23/24</u>	<u>FY24/25</u>	
	\$47,760	\$64,427	\$64,427	\$64,426	
FUNDING SOURCE	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING	\$241,040			\$24,104	\$265,144
PERCENTAGE	100%				100%

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The Department of Disability and Aging Services (DAS) requests authorization to enter into new grant agreement with Openhouse for the time period beginning July 1, 2021 ending on June 30, 2025, in the amount of \$241,040 plus a 10% contingency for a total amount not to exceed of \$265,144. The purpose of the grant is to provide Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ+) cultural sensitivity training to mainstream social service agencies that serve older adults and adults with disabilities. .

Background

Many community based organizations do not understand the issues of stigma and discrimination experienced by the LGBTQ+ community and may not be effectively serving LGBTQ+ older adults and people with disabilities. In response to this concern, Openhouse professionally developed their Cultural Humility Training and Technical Assistance Program. Since its development, Openhouse has trained thousands of San Francisco social service staff from hundreds of agencies and organizations, contributing to the increased visibility of LGBTQ+ older adults and people with disabilities and a growing acceptance and welcoming of this community into mainstream community based services.

Cultural sensitivity training is an essential component of DAS and Office of Community Partnership's approach to creating welcoming and inclusive services and organizations. Through this grant, DAS is able to provide Openhouse trainings and technical assistance to community based organizations and their staff in San Francisco.

San Francisco Ordinance 47-15 signed by Mayor Ed Lee on April 7, 2015 establishes a Bill of Rights for LGBTQ+ residents of long term care facilities, defines unlawful discriminatory practices and prohibited activities, and calls for a relevant consumer handbook. The ordinance recognizes evidence that LGBTQ+ seniors experience discrimination in long-term care facilities where residents are particularly vulnerable because they must rely on others for necessary care and services, and may no longer enjoy the privacy of having their own home or even their own room. The stated purpose of the ordinance is to "accelerate the process of freeing LGBTQ+ residents and patients from discrimination" by specifying prohibited discriminatory acts in long-term care settings, by providing additional information and by providing remedies to ensure that LGBTQ+ residents know their rights, and have the means to assert them.

Services to be Provided

Grantee will be responsible for the further development and delivery of training and technical assistance to agencies and organizations that serve older adults and people with disabilities. The purpose of the training and technical assistance is to raise awareness of the unique health and aging-related issues of LGBTQ+ (this includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, gender non-binary) older adults and younger adults with disabilities, reveal barriers that hinder service provision to this population, and demonstrate specific ways to overcome the identified barriers. The goals of the contract are to create a welcoming culture for LGBTQ+ consumers and improve functional independence and quality of life for LGBTQ+ older adults and adults with disabilities. Openhouse will develop an educational curriculum, hire experienced trainers, and provide follow-up technical assistance for agencies that participate in the training.

Location of Services

Program administration will take place at the Grantee's main office, Bob Ross LGBTQ+ Senior Center, at 65 Laguna during regular business hours. When it is safe to deliver in-person training services, Openhouse trainers will travel to each individual organization to deliver Openhouse Cultural Humility Trainings. Additionally, Openhouse's Community Center at 75 Laguna will be available to host small and large trainings. Until then, trainers will continue to deliver trainings via a digital platform to audiences ranging from agency-specific to community-wide.

Selection

Grantee was selected through RFP #927 issued in February 2021.

Funding

Funding for this contract is provided through Dignity Funds.

ATTACHMENTS

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix A – Services to be Provided

Openhouse LGBTQ+ Cultural Humility Training Program

July 1, 2021 – June 30, 2025

I. Purpose

The purpose of this grant is to provide lesbian, gay, bisexual, transgender and queer (LGBTQ+) cultural sensitivity training to social service agencies and residential providers that serve older adults and/or adults with disabilities to create a welcoming culture for LGBTQ+ consumers.

II. Definitions

Adult with a Disability	Person 18 years of age or older living with a disability
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 City	Contracts Administration, Reporting and Billing On Line System City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
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.
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	Openhouse
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.
OCM	Office of Contract Management, Human Services Agency
Long Term Care / Long Term Care Facility	1) Any nursing or skilled nursing facility, as defined in Section 1250 of the Health and Safety Code, including distinct parts of facilities that are required to comply with licensure requirements for skilled nursing facilities. 2) Any residential care facility for the elderly as defined in Section 1569.2 of the Health and Safety Code.
OCP	Office of Community Partnerships (formerly known as Office on the Aging / OOA).
Older Adult	Person who is 60 years or older, used interchangeably with senior.
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Technical Assistance (TA)	Post-training follow-up consultations to agencies that include supporting the implementation of best practices and inclusive policies for creating a safer, more welcoming environment for LGBTQ+ older adults and adults with disabilities entering or currently participating in agency services and programs.
Unduplicated Consumer (UDC)	A unique attendee at a training session and reflected via entry in CA GetCare.

III. Target Population

Training shall be delivered by Grantee to staff members of organizations and agencies that serve older adults and adults with disabilities in the City of San Francisco.

IV. Description of Services

The purpose of this program is to 1) raise awareness of the unique health and aging-related issues of lesbian, gay, bisexual, transgender, and queer (LGBTQ+) older adults and younger adults with disabilities; 2) reveal barriers that hinder service provision to this population; and 3) demonstrate specific ways to overcome the identified barriers by working with mainstream agencies to create a welcoming culture for LGBTQ+ consumers. The goals are to improve functional independence and quality of life for LGBTQ+ older adults and adults with disabilities who have been unable to access available services in San Francisco. Additionally, as part of their Cultural Humility

Training Program, the Grantee will develop and update a curriculum to train staff of long term care (LTC) residential facilities regarding San Francisco legislation, Ordinance 47-15, which established a Bill of Rights for LGBTQ+ residents of long term care facilities.

For Fiscal Year 2021-2022:

Over the past few years, it has become increasingly apparent to Openhouse that organizations attending the Cultural Humility Trainings are wanting and needing more support. To this end, for the first 6 months, Openhouse will revamp their trainings, provide more in-depth coaching and assistance to their training team, and develop tools that will be used to identify the unique training needs of organizations. The following 6 months will be spent delivering trainings and further developing and adjusting the trainings based on the tools and feedback

Grantee will be responsible for the following:

- A. Creation of an initial organizational /partnership assessment tool. This assessment tool will identify clear goals and training needs of partner organizations and agencies. It would include the following components: survey of leadership; focus groups with LGBTQ+ staff around organizational climate; focus groups with LGBTQ+ clients / participants of services. From there, a tailored set of trainings would be offered.
- B. Evaluation and update of current trainings, focusing on the 4 main trainings: Trans 101, Collecting Sexual Orientation & Gender Identity Demographics; Biases & Best Practices with LGBTQ+ Seniors, and Best Practices for Hands On / Direct Care Provision with LGBTQ Seniors.
- C. Skills building for trainers. This includes creating a training plan for each trainer, so that they are learning the material, increasing their facilitation skills and providing the highest quality trainings that best exemplify the content.
- D. Evaluation and update of pre and post survey evaluation tools. These tools will be evaluated and expanded to further assess knowledge levels before and after trainings, by including feedback from focus groups. This tool will also be available for organizations/partner agencies to assess their organizational development.
- E. Through training and follow-up technical assistance, help agencies that serve older adults and/or adults with disabilities overcome fear and intolerance of LGBTQ+ individuals, and facilitate creating a safe and welcoming environment for entry and participation.

V. Deliverables

For the period July1, 2021 – June 30, 2022 the Grantee will:

- A. Develop a **3-5 page assessment tool/questionnaire** that will be utilized by organizations and agencies that serve older adults and people with disabilities to help them identify clear goals and training needs.
- B. Develop **4 decks of training slides**, one for each of the 4 main trainings.
- C. Develop an **evaluation survey and/or continuous quality improvement plan tool** to be completed pre and post training by organizations and agencies that serve older adults and people with disabilities.

VI. Location and Time of Services

Program administration will take place at the Grantee's main office, Bob Ross LGBTQ+ Senior Center, at 65 Laguna during regular business hours. When it is safe to deliver in-person training services, Openhouse trainers will travel to each individual organization to deliver Openhouse Cultural Humility Trainings. Additionally, Openhouse's Community Center at 75 Laguna will be available to host small and large trainings. Until then, trainers will continue to deliver trainings via a digital platform to audiences ranging from agency-specific to community-wide.

VII. Service Objectives

For the period July1, 2021 – June 30, 2022, the Grantee will:

- A. **Provide an educational curriculum for Cultural Humility Training** to service agencies that serve older adults and adults with disabilities.
- B. Conduct at least **7** Cultural Humility training sessions.
- C. Conduct LGBTQ+ LTC Resident Bill of Rights training sessions **as needed**. If more than 2 sessions are requested, any additional sessions will count towards the 7 total sessions listed in objective B.
- D. Provide Cultural Humility Training to **at least 75 staff and volunteers**. Evaluation of the training will be conducted for each training session.
- E. Provide a minimum of 7 **hours of technical assistance** to **7 different agencies** participating in Cultural Humility Training.

- F. **All training participants** will be asked to complete a consumer satisfaction survey administered according to Office of Community Partnerships guidelines with a response rate of 75%.

For the period July1, 2022 – June 30, 2025, the Grantee will:

- A. **Provide an educational curriculum for Cultural Humility Training** to service agencies that serve older adults and adults with disabilities.
- B. On an annual basis, conduct at least **15** Cultural Humility Training sessions
- C. On an annual basis, conduct LGBTQ+ LTC Resident Bill of Rights training sessions **as needed**. If more than 2 sessions are requested, any additional sessions will count towards the 15 total sessions listed in objective B.
- D. Provide Cultural Humility Training to **at least 150 staff and volunteers**. Evaluation of the training will be conducted for each training session.
- E. Provide a minimum of 15 **hours of technical assistance** to **15 different agencies** participating in Cultural Humility Training.
- F. All training participants will be asked to complete a consumer satisfaction survey administered according to Office of Community Partnerships guidelines with a **response rate of 75%**.

VIII. Outcome Objectives

- A. Training participants indicate good or excellent in rating the quality of the training received. Target: 85%
- B. Workshop participants will be able to identify at least 5 best practices for increasing safety and inclusion for LGBTQ+ older adults and adults with disabilities as recorded on training evaluations. Target: 85%
- C. Agencies participating in training will implement at least 1 best practice into agency policies and procedures. Target: 80%

IX. Reporting Requirements

- A. 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.
- B. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.

- C. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAS/OCP.
- G. 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.
- H. Grantee will develop and maintain with OCP's approval, an updated Site Chart (using OCP's format) with details about the program.
- I. 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.
- J. Apart from reports to be sent via email to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Steve Kim
Contract Manager/HSA
P.O. Box 7988
San Francisco, CA 94120
Steve.Kim.@sfgov.org

Sara Hofverberg
Office of Community Partnerships
P.O. Box 7988
San Francisco, CA 94120
Sara.Hofverberg@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA Getcare, 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 OCP 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 VII and VIII.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance, and HIPAA compliance.

	A	B	C	D	E	F
1	Appendix B, Page 1					
2						
3	HUMAN SERVICES AGENCY BUDGET SUMMARY					
4	BY PROGRAM					
5	Name			Term		
6	Openhouse			7/1/21-6/30/25		
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>					
8	If modification, Effective Date of Mod.			No. of Mod.		
9	Program: Cultural Humility Training in Service to LGBTQ+ Older Adults and Adults with Disabilities					
10	Budget Reference Page No.(s)					7/1/22-6/30/25
11	Program Term	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	7/1/24-6/30/25	Total
12	Expenditures					
13	Salaries & Benefits	\$41,531	\$56,023	\$56,023	\$56,023	\$209,600
14	Operating Expenses	\$0	\$0	\$0	\$0	\$0
15	Subtotal	\$41,531	\$56,023	\$56,023	\$56,023	\$209,600
16	Indirect Percentage (%)	15%	15%	15%	15%	
17	Indirect Cost (Line 16 X Line 15)	\$6,229	\$8,404	\$8,404	\$8,403	\$31,440
18	Subcontractor/Capital Expenditures	\$0	\$0	\$0	\$0	\$0
19	Total Expenditures	\$47,760	\$64,427	\$64,427	\$64,426	\$241,040
20	HSA Revenues					
21	General Fund	\$47,760	\$64,427	\$64,427	\$64,426	\$241,040
22						
23						
24						
25						
26						
27						
28						
29	TOTAL HSA REVENUES	\$47,760	\$64,427	\$64,427	\$64,426	\$241,040
30	Other Revenues					
31						
32						
33						
34						
35						
36	Total Revenues	\$47,760	\$64,427	\$64,427	\$64,426	\$241,040
37	Full Time Equivalent (FTE)					
39	Prepared by: Matthew Cimino		Telephone No.: 415-530-2783			
40	HSA-CO Review Signature: _____					
41	HSA #1					6/2/2021

	A	B	C	D	E	F	G	H	I	J
1										
2										
3	Openhouse									
4	Program: Cultural Humility Training in Service to LGBTQ+ Older Adults and Adults with Disabilities									
5	(Same as Line 9 on HSA #1)									
6										
7	Salaries & Benefits Detail									
8										
9										
10										
11		Agency Totals		HSA Program		7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	7/1/24-6/30/25	7/1/21-6/30/25
		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
12	POSITION TITLE									
13	Mgr of Community Partnerships	\$72,100	1.00	48%	0.48	\$34,609	\$46,686	\$46,686	\$46,686	\$174,667
14										
15										
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25										
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28										
29										
30	TOTALS	\$ 72,100	1.00	48%	0.48	\$34,609	\$46,686	\$46,686	\$46,686	\$174,667
31										
32	FRINGE BENEFIT RATE	20%								
33	EMPLOYEE FRINGE BENEFITS	\$14,420				\$6,922	\$9,337	\$9,337	\$9,337	\$34,933
34										
35										
36	TOTAL SALARIES & BENEFITS	\$86,520				\$41,531	\$56,023	\$56,023	\$56,023	\$209,600
37	HSA #2									