

City and County of San Francisco



London Breed, Mayor

Human Services Agency

 Department of Human Services
 Department of Disability and Aging Services
 Office of Early Care and Education

Trent Rhorer, Executive Director

MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
 ESPERANZA ZAPIEN, ACTING DIRECTOR OF CONTRACTS DS
EZ

DATE: DECEMBER 2, 2020

SUBJECT: NEW GRANT: **SWORDS TO PLOWSHARES (NON-PROFIT)** TO PROVIDE COMMUNITY SERVICES PROGRAM PILOT

GRANT TERM: 1/1/21-6/30/22

GRANT AMOUNTS:	<u>New</u>	<u>Contingency</u>	<u>Total</u>	
	\$159,135	\$15,913	\$175,048	

ANNUAL AMOUNTS:	<u>FY20/21</u>	<u>FY21/22</u>		
	\$53,045	\$106,090		

Funding Source MODIFICATION FUNDING: PERCENTAGE:	<u>County</u>	<u>State/ Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$159,135		\$15,913	\$175,048

	100%	0%	0%	100%
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The Department of Disability and Aging Services (DAS) requests authorization to enter into a new grant agreement with Swords to Plowshares for the period of January 1, 2021 through June 30, 2022, in an amount of \$159,135, plus a 10% contingency for a total amount not to exceed of \$175,048. The purpose of the grant is to provide community service programming for older adults and adults with disabilities living on the City and County of San Francisco who are military veterans.

Background

The voters of the City and County of San Francisco passed Proposition I which amended the City Charter to establish the Dignity Fund. The Dignity Fund is a guaranteed funding stream to provide needed services and supports for older adults and adults with disabilities. DAS

administers the fund with the goal of maximizing self-sufficiency, safety, health, and independence so older adults and adults with disabilities can remain living in the community for as long as possible and maintain the highest quality of life. Proposition I also outlines a planning process that began in FY 2017-18 that includes an annual allocation plan. The allocation plan in FY 2017-18 contained funding for the development of new community service programs to attract and serve underserved populations.

Many older adults and adults with disabilities who are military veterans face unique challenges and barriers in accessing supportive services. There is a need for programming that promotes socialization, provides support, and at the same time delivered by staff who is trained and knowledgeable in providing supportive services for military veterans. Swords to Plowshares competitively bid to provide a new community service program for military veterans who are older adults and adults with disabilities living in the City and County of San Francisco in August of 2017. The new program launched in January of 2018 and Swords to Plowshares has been successful in delivering community service programming designed to meet the needs of military veterans and the demand for this specialized programming is ongoing.

Swords to Plowshare has also been effective in providing modified programming since the City declared a health emergency on March 6, 2020 due to the Coronavirus pandemic and subsequently enacted Coronavirus (COVID-19) Health Orders to protect public health.

Services to be Provided

Swords to Plowshares will provide community service programming for older adults and adults with disabilities who are military veterans. Community service programming shall consist of activities and services that focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs those military veterans who enroll in the program. Swords to Plowshares will design programming to reduce barriers and address challenges some veterans face when attempting to access services. The programming will aim to maintain or improve the well-being of the consumers enrolled in the program.

Swords to Plowshares has also been effective at providing modified programming since the City declared a health emergency on March 6, 2020 due to the Coronavirus pandemic and subsequently enacted Coronavirus (COVID-19) Health Orders to protect public health.

For more specific information regarding the service objectives, including the type and number of service units, outcome objectives, and budget, please refer to attached Appendices A and B.

Performance

Program Monitoring: A program monitoring for FY 2019-20 took place on January 15, 2019. There were no findings identified in the program monitoring.

Selection

Grantee was selected through Request for Proposal # 767, which was competitively bid in August 2017.

Funding

This grant will be funded entirely through local funding, specifically the Dignity Fund.

ATTACHMENTS

Appendix A - Services to be Provided

Appendix B - Budget

APPENDIX A-1 – Services to be Provided
Swords to Plowshares
 Community Services

January 1, 2021 to June 30, 2022

I. Purpose

The purpose of this grant is to provide community service programming for older adults and adults with disabilities living in the City and County of San Francisco. Community service programming includes the provision of activities and services intended to maintain or improve the well-being of program participants. The program offers healthy aging activities, socialization opportunities, one-to-one assistance, and other services to support the health and independence of older adults and adults with disabilities living in the community. A community service program also serves as an access point for other home and community-based services.

II. Definitions

Grantee	Swords to Plowshares
Activity Scheduling	A type of service within community service programming. 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 that help consumers maintain or enhance their level of functioning. One service unit of activity scheduling is one hour of a scheduled activity, sponsored by the grantee.
Adult with a Disability	A 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	Contracts Administration, Reporting and Billing On Line System.
City	City and County of San Francisco, a municipal corporation.
COVID-19	A contagious respiratory illness caused by infection with a coronavirus, called SARS-CoV-2.
DAS	Department of Disability and Aging Services.

Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Enhanced Outreach	A type of service within community service programming. One unit of enhanced outreach is one hour dedicated to conducting formal outreach efforts and/or providing enhanced services to engage consumers. 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.
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.
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 as defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. Eligibility for program enrollment and/or participation is not means tested. Consumers self-report income status.
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.

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”
SF-HSA	Human Services Agency of the City and County of San Francisco.
Social Services /Other	A type of service within community service programming. One unit of social services is one hour of one-to-one assistance for individuals to enable 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.
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>)
Translation Service	A type of service within community service programming. One unit of translation services is one hour of translation assistance for a consumer who cannot speak/read English. Translation services may be used for American Sign Language (ASL), braille, and teleprompting. Examples of translation services include the translation of forms, letters, applications, and phone calls for an individual. It can also include written translation from English of grantee’s monthly activity calendars, flyers, as well as verbal translation for group announcements, presentations, etc.
Unduplicated Consumer (UDC)	An individual who participates in the community service program and the grantee reflects consumer participation in CA-GetCare through program enrollment.

III. Target Population

The target population is older adults and adults with disabilities living in the City and County of San Francisco. Grantee shall additionally target services to members of one or more of the following groups identified as demonstrating the greatest economic and social need:

1. Low income
2. Limited or no English speaking proficiency
3. Minority populations
4. Frail
5. LGBTQ+

IV. Eligibility for Community Services

1. A resident of San Francisco, and
2. A military veteran who is an older adult or an adult with a disability.

V. Location and Time of Services

Grantee will provide programming and services in the City and County of San Francisco. The grantee determines the location(s) and service time(s) for the program with prior approval from DAS OCP.

VI. Description of Services and Program Requirements

1. Grantee will develop and implement a community services program in the City and County of San Francisco. The provision of programming may take place in a community center, in the community, through a telephone call, virtually over the internet, and through other effective means of communication and connection. Community service programming shall consist of activities and services that focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older adults and adults with disabilities. 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 that help consumers 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 an underserved area, problem solving certain barriers to service, i.e., safety issues, transportation needs, etc.
 - c. **Social Services:** The provision of one-to-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 to consumers individually or in a group who cannot speak/read English. Examples of translation services include the translation of forms, letters, applications, and phone calls for an individual. It may include written translation from English of grantee's monthly activity calendars, flyers, as well as verbal translation for group announcements, presentations, etc. American Sign Language (ASL), braille, and teleprompting are included in translation services.
2. Grantee will develop and maintain a site chart using a DAS OCP approved format. The site chart will include details about each of the community service sites. The grantee will submit the site chart to DAS OCP for approval. Changes to the site chart are subject to DAS OCP approval and the grantee shall submit updated site charts to DAS OCP.

3. Grantee shall ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all the program standards.
4. Grantee will develop and maintain an enhanced outreach plan that entails strategies and practices to promote program offerings and services to the target population and support participation. The plan may include subcontract performance agreements and/or memorandum of understandings.
5. 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 15 each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
6. Grantee shall have policy and procedures that align with city, state, and local regulatory agencies, including the DAS-OCP policy memoranda.
7. Grantee will ensure that units of service provided are tracked and distinguishable.
8. Grantee shall 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 shall follow the requirements with the intent to maximize the health and safety of their staff and clients receiving services.

VII. Service Objectives

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

Table A - Service Objective Summary	FY 20/21	FY 21/22
Unduplicated Consumer (UDC))	113	150
Activity Scheduling	750	1000
Enhanced Outreach	300	400
Social Service/Other	150	200
One (1) unit of service = One (1) hour of service provision		

VIII. Outcome Objectives

1. Consumers rate the quality of programming and services they received as excellent or good. Target: 80%
2. Consumers report that program participation has helped maintain or improve their well-being. Target: 80%
3. Consumers feel a greater sense of connection to their community. Target: 75%
4. Consumers report that program participation has helped them to live independently. Target: 75%

Based on a consumer satisfaction survey, pre-approved by DAS OCP, with a response rate of at least 35% of the UDC enrolled in the program at the time the grantee administers the survey.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers using a DAS OCP approved intake form into the CA-GetCare database in accordance to DAS OCP policy memorandum.
2. Grantee will enter into the CA-GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.
3. Grantee will enter monthly reports and metrics into the CARBON database system by the 15th of the following month that includes the following information:
 - Number of unduplicated consumers enrolled
 - Number of activity scheduling hours
 - Number of enhanced outreach hours
 - Number of social service hours
 - Number of translation hours
4. 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.
5. Grantee shall submit a Community Services Block Grant (CSBG) time study to SF-HSA for the months of February, May, August and November. The time study is due on the 10th day following the time study month. The grantee will enter the time study information using the following website link: <https://sfhsa.hfa3.org/signin>.
6. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to SF-HSA no later than July 31 each grant year. The grantee must submit the report in the CARBON system.
7. Grantee shall develop and deliver bi-annual summary reports of SOGI data collected in the year as requested by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are July 10 and January 10.
8. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
9. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of this training.
10. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
11. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.
12. Grantee will assure that services delivered are consistent with professional standards for this service.
13. Pursuant to California Department of Aging Requirement, grantor reserves the right to reduce funding available for this contract in the event that actual costs are below funding levels initially budgeted for the delivery of services.
14. For assistance with reporting requirements or submission of reports, contact:

Tiffany Kearney, RD
Program Analyst
DAS OCP
email: Tiffany.Kearney@sfgov.org

And

Steve Kim
Contract Manager
HSA OCM
email: TBD@sfgov.org

VIII. Monitoring Activities

1. 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 of provision of the California Department of Aging (CDA) Security Awareness training to staff; program operation, which includes a review of a written policies and procedures manual of all DAS 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 directors list and whether services are provided appropriately according to Sections III-IV, 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.
2. Fiscal Compliance and Contract 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.

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name		Term	
6	Swords to Plowshares		1/1/2021-6/30/2022	
7	(Check One) New <input checked="" type="checkbox"/> Renewal _____ Modification _____			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services			
10	Budget Reference Page No.(s)			1/1/2021-6/30/2022
11	Program Term		1/1/21-6/30/21	7/1/21-6/30/22
12	Expenditures			
13	Salaries & Benefits	\$42,044	\$84,087	\$126,131
14	Operating Expenses	\$6,179	\$12,358	\$18,537
15	Subtotal	\$48,223	\$96,445	\$144,668
16	Indirect Percentage (%)	10%	10%	
17	Indirect Cost (Line 16 X Line 15)	\$4,822	\$9,645	\$14,467
18	Subcontractor/Capital Expenditures	\$0	\$0	\$0
19	Total Expenditures	\$53,045	\$106,090	\$159,135
20	HSA Revenues			
21	General Fund	\$53,045	\$106,090	\$159,135
22				
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$53,045	\$106,090	\$159,135
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$53,045	\$106,090	\$159,135
37	Full Time Equivalent (FTE)			
39	Prepared by: Rose Mallamo		Telephone No.: 415 252-4787, ext 362	
40	HSA-CO Review Signature: _____			
41	HSA #1			12/2/2020

	A	B	C	D	E	F	G	H
1	Appendix B, Page 2							
2								
3	Swords to Plowshares							
4	Program: Community Services							
5								
6								
7	Salaries & Benefits Detail							
8								
9								
10						1/1/21-6/30/21	7/1/21-6/30/22	1/1/2021-6/30/2022
11		Agency Totals		HSA Program		DAAS	DAAS	TOTAL
12	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary
13	Clinical Director	\$116,840	1.00	9%	0.09	\$5,257	\$10,514	\$15,771
14	SF Drop-In Program Manager	\$72,136	1.00	50%	0.50	\$18,034	\$36,068	\$54,102
15	Community Counselor	\$48,550	1.00	20%	0.20	\$4,755	\$9,510	\$14,265
16	Intake Coordinator	\$48,006	1.00	20%	0.20	\$4,801	\$9,601	\$14,402
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30	TOTALS		4.00	99%	0.99	\$32,847	\$65,693	\$98,540
31								
32	FRINGE BENEFIT RATE	28%						
33	EMPLOYEE FRINGE BENEFITS					\$9,197	\$18,394	\$27,591
34								
35								
36	TOTAL SALARIES & BENEFITS	\$0				\$42,044	\$84,087	\$126,131
37	HSA #2							12/2/2020

	A	B	C	D	E	F	G	H	I	J
1	Appendix B, Page 3									
2										
3	Swords to Plowshares									
4	Program: Community Services									
5										
6										
7	Operating Expense Detail									
8										
9										
10										
11										
12	<u>Expenditure Category</u>			<u>TERM</u>	<u>1/1/21-6/30/21</u>		<u>7/1/21-6/30/22</u>			<u>TOTAL</u> <u>1/1/2021-6/30/2022</u>
13	Rental of Property				\$ 2,430		\$ 4,860			\$ 7,290
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$ 510		\$ 1,020			\$ 1,530
15	Office Supplies, Postage				\$ 900		\$ 1,800			\$ 2,700
16	Building Maintenance Supplies and Repair				\$ 570		\$ 1,140			\$ 1,710
17	Printing and Reproduction									
18	Insurance				\$ 275		\$ 552			\$ 827
19	Staff Training									
20	Staff Travel-(Local & Out of Town)				\$ 54		\$ 106			\$ 160
21	Rental of Equipment									
22										
23	CONSULTANTS									
24										
25										
26										
27	OTHER									
28	Clients Expenses				\$ 1,440		\$ 2,880			\$ 4,320
29										
30										
31	TOTAL OPERATING EXPENSE				\$ 6,179		\$ 12,358			\$ 18,537
32										
33	HSA #3									12/2/2020

	A	B	C	D	E
1					Appendix B, Page 4
2					
3		Swords to Plowshares			
4		Program: Community Services			
5					
6					
7					
8		Subcontractor/Capital Expenditures			
9					
10		SUBCONTRACTORS	1/1/21-6/30/21	7/1/21-6/30/22	1/1/2021-6/30/2
11		Subcontractor 1			
12		Subcontractor 2			
13					
14					
15					
16		TOTAL SUBCONTRACTOR COST	\$0	\$0	\$0
17					
18					
19		EQUIPMENT	TERM	1/1/21-6/30/21	7/1/21-6/30/22
20	Units	ITEM/DESCRIPTION			
21		Equipment A			
22					
23					
24					
25		TOTAL EQUIPMENT COST	\$0	\$0	\$0
26					
27		OTHER	1/1/21-6/30/21	7/1/21-6/30/22	1/2021-6/30/202
28		Description:			
29		Remodel A			
30					
31					
32		TOTAL REMODELING COST	\$0	\$0	\$0
33					
34		TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE	\$0	\$0	\$0
35					
36		HSA #4			12/2/2020