



Edwin M. Lee, Mayor

Department of Human Services  
Department of Aging and Adult Services

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 *JH*

**DATE:** JUNE 23, 2017

**SUBJECT:** GRANT MODIFICATION: **SAN FRANCISCO VILLAGE** (NON-PROFIT) TO PROVIDE AGING AND DISABILITY FRIENDLY COMMUNITY SERVICES

	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
<b>GRANT TERM:</b>	7/1/15-6/30/18	7/1/17 – 6/30/18	7/1/15-6/30/18		
<b>TOTAL GRANT AMOUNT:</b>	\$700,000	\$205,000	\$905,000	\$90,500	\$995,500
<b>ANNUAL AMOUNT:</b>	<u>FY 15/16</u> \$300,000	<u>FY 16/17</u> \$300,000	<u>FY 17/18</u> \$305,000		
<b>FUNDING SOURCE:</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>MODIFICATION FUNDING:</b>	\$205,000			\$90,500	\$295,500
<b>PERCENTAGE:</b>	100%	0%	0%		100%

The Department of Aging and Adult Services requests authorization to modify the grant with SF Village for the time period beginning July 1, 2017 and ending on June 30, 2018, in the amount of \$205,000 plus a 10% contingency for a total amount not to exceed \$995,500. The purpose of the modification is to further promote awareness of and continue services within the pilot project of the Senior Village model.

**Background**

The Senior Village is a rapidly growing model of senior services programming that promotes independent living and aging in community. The model is a membership organization through

which paid staff and a cadre of volunteers coordinate a wide array of services, educational presentations, and socialization activities for its members.

The Village model is part of the larger category of “Age and Disability Friendly Community” (ADFC) programs which endeavor to take new approaches in delivering services to seniors and younger adults living with disabilities by developing networks and services in the communities in which the individuals reside.

### **Services to be Provided**

In addition to the wide range of services the Senior Village model offers to its members, i.e., transportation, home maintenance, in-home support services, information and assistance, health and wellness activities, etc., grantees will also provide the following categories of service:

- 1) Membership Growth. As a membership driven program, increasing and diversifying the client base are paramount objectives. Accordingly, Grantee will enhance its outreach and expand village model membership via efforts focused toward the target population; specifically, this will include making presentations in public forums, such as neighborhood associations and other venues, where Grantee’s invitational message can reach interested parties.
- 2) Volunteer Recruitment and Development. The village model relies heavily on the volunteers that take the time to become trained and assigned to work with specific village members. Grantee will conduct outreach to draw volunteers that will undergo formal and informal training and will commit to at least a six (6) month period.
- 3) Outreach Activities. Outreach activities will serve a dual purpose: 1) to increase membership in SF Village and 2) to educate older adults about accessing city support services. There is an apparent lack of knowledge within some sectors of the aging and disability communities regarding available city support services and therefore this impedes access for otherwise eligible consumers. Many of the DAAS/OOA services are *not* means tested and many consumers do not realize that there are services available to them. Grantee will conduct outreach to those sectors in the community to help close the gap between what services are available and the population under-utilizing the services.
- 4) Member Diversity. To broaden the economic diversity of the Village membership, grantee will establish a method and means to provide subsidized memberships to low-income senior residents of San Francisco. For the purposes of this grant and subsidized memberships, “low-income” shall be determined based upon the Elder Economic Index established each year.

SF Village will have a new location starting in August at 3220 Fulton St. San Francisco, CA. The office will be open during regular business hours, Monday through Friday. Program services are provided at various times and locations throughout San Francisco.

### **Selection**

Grantee was selected through Informal Bid #532 (Villages), which was competitively bid in November 2012. Program expansion was also funded through NOFA #566, which was issued in September 2013.

**Funding**

This grant will be funded entirely through City and County General funds.

**ATTACHMENTS**

Appendix A-1 – Services to be Provided

Appendix B-1 – Program Budget

## APPENDIX A – SCOPE OF SERVICES

### SAN FRANCISCO VILLAGE VILLAGE MODEL (ADFC)

July 1, 2017 to June 30, 2018

#### I. Purpose

The purpose of this grant is to continue the success of the pilot project of the aging in place model known as the Senior Village. The Senior Village is a rapidly growing model of senior services programming that promotes independent living. The model is a membership organization through which paid staff and a volunteer cadre coordinates a wide array of services and socialization activities for senior members.

The Village model is part of the larger category of “Age and Disability Friendly Community” (ADFC) programs which endeavor to take new approaches in delivering services to seniors and younger adults with disabilities by developing networks and services in the communities in which the clients reside.

#### II. Definitions

Age and Disability  
Friendly Community  
 (“ADFC”)

ADFC are programs which take new approaches to delivery of services and creation of social connections within the communities they serve. Whereas ‘traditional’ Community Services are centered on a specific Activity / Senior Center, ADFC Projects utilize paid and volunteer staff to establish a network among the clients they serve while coordinating a wide array of services, activities, and opportunities for socialization and community involvement.

DAAS

Department of Aging and Adult Services

Grantee

San Francisco Village

HSA

Human Services Agency of the City and County of San Francisco

Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, breathing, transferring and mobility and associated tasks, 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 older individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.
SOGI	Sexual Orientation and Gender Identity, a result of <i>Ordinance No. 159-16</i> which 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> )
OOA	Office on the Aging
Senior	Person who is 60 years or older.
Village Model	The Village is a rapidly growing model of senior services programming that promotes independent living. The Village model does not use a physical location and is a membership organization through which paid staff and a volunteer cadre coordinates a wide array of services and socialization activities for senior members.

### III. Target Population

The program aims to target individuals 60 years of age or older. The Village model has traditionally targeted a more middle-income population realizing that this population is less likely to seek services for several different reasons. Although there is a membership fee to belong to the village model, efforts are made to provide subsidies to seniors facing economic hardship. Subsidies should be reviewed on a yearly basis and program development should include plans to have all members contribute financially to the best of their abilities.

### IV. Eligibility for Villages Membership

- 1) A resident of San Francisco
- 2) Aged 60 and above
- 3) 18 years of age or older and living with a disabilities

**V. Location and Time of Services**

SF Village is located at 3220 Fulton St. . The office is open during regular business hours, Monday through Friday. Program services are provided at various times and locations throughout San Francisco.

**VI. Contractor Responsibilities / Units of Service and Definitions**

On an annual basis, the Grantee will provide the following services as part of the Village model:

- 1) Membership. Grantee will provide service to consumers which consist of the membership base.

UNIT: One unduplicated consumer. 330

- 2) Membership growth. As a membership based program it is incumbent to increase and diversify the membership base. Increase outreach and expand respective village model membership by doing specific outreach to the target population; making presentations at public forums, neighborhood associations, and other interested parties about the village model.

UNIT: One new full-rate individual member. 60

- 3) Volunteer Recruitment and Development. The village model relies heavily on the volunteers that take the time to become trained and assigned to work with specific village members. Conduct outreach to draw volunteers that will undergo formal and informal training and will commit to at least a six (6) month period.

UNIT: One volunteer 75

- 4) Service hours. One of the unique features of the Village model is the utilization of volunteers and the members themselves to provide services to the membership. Volunteer hours shall include: volunteer, member and staff time spent providing Village services to members.

UNIT: One hour of service to Village members. 2250

- 5) Outreach activities. Outreach activities will serve a dual purpose: 1) to increase membership in SF Village and 2) to educate older adults about accessing city support services. There is an apparent lack of knowledge within some sectors of the aging and disability communities regarding available city support services and therefore this impedes access for otherwise eligible consumers. Many of the DAAS/OOA services are *not* means tested and many consumers do not realize that there are services available to them. Grantee will conduct outreach to those sectors in the community to help close the gap

between what services are available and the population under-utilizing the services.

Hours of outreach activity will include planning with contracted communications professionals, preparation for presentations such as Power Point production, delivering presentations themselves, neighborhood organizing such as posting flyers in merchant windows and hosting of follow up gatherings. Contractor will keep a log of outreach activities.

UNIT: One hour of outreach activity. 200

- 6) Member Diversity. To broaden the economic diversity of the Village membership, grantee will establish a method and means to provide subsidized memberships to low-income senior residents of San Francisco. For the purposes of this grant and subsidized memberships, "low-income" shall be determined based upon the Elder Economic Index established each year.

UNIT: One Reduced-Fee Membership 45

## VII. Service Objectives

On an annual basis, Grantee will:

- Provide Village model services for 330 unduplicated consumers during grant period.
- Expand Village membership by adding 60 new full-rate memberships.
- Provide Volunteer Recruitment and Development services to 75 volunteers.
- Provide 2250 service hours to Village members.
- Provide 200 hours of outreach activity.
- Provide 45 reduced-fee memberships to low-income seniors.

## VIII. Outcome Objectives

- At least 50% of Village members will respond to an annual consumer satisfaction survey administered according to HSA guidelines.
- At least 75% of Village members are experiencing positive and rewarding exchanges.
  
- At least an 82% retention rate among current members on an annual basis.

## **XI. 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 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.
  
- 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.

## **X. Reporting Requirements**

- A. Grantee will enter into CA-GetCare the consumer data including the Intake Form by the 5<sup>th</sup> working day of the month for the preceding month's services.
  
- B. Grantee will enter into CA-GetCare all the units of service in the Service Recording Tool by the 5th working day of the month for the preceding month.
  
- C. Monthly reports must be entered into the Contracts Administration, Billing and Reporting Online (CARBON) system for each unit of service delivered during the reporting period for each service listed in Section VII of the Services to be Provided.



- D. 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.
- E. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules. For specific compliance requirements, please refer to Appendices F & G to the Grant Agreement.
- F. 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.
- G. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year.
- H. Grantee shall develop and deliver ad hoc reports as requested by HSA.
- I. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by HSA. The due date for submitting the annual summary report is July 10<sup>th</sup>.
- J. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- K. For assistance with reporting requirements or submission of reports, please contact:

Linda Murley  
Program Analyst  
DAAS, Office on the Aging  
P.O. Box 7988  
San Francisco, CA 94120  
(415) 355-6784  
[linda.murley@sfgov.org](mailto:linda.murley@sfgov.org)

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	A	B	C	D	E	F
1						Appendix B-1, Page 1
2						Document Date: 5/19/17
3	<b>HUMAN SERVICES AGENCY GRANT BUDGET SUMMARY</b>					
4	<b>BY PROGRAM</b>					
5	<b>Name</b>					
6	San Francisco Village					
7	(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification					
8	If modification, Effective Date of Mod. No. of Mod.					
9	Program: Village Model					
10					Total	
11	Program Term	7/1/17-6/30/18			7/1/15-6/30/18	
12	<b>Expenditures</b>					
13	Salaries & Benefits	\$186,566			\$186,566	
14	Operating Expense	\$65,686			\$65,686	
15	<b>Subtotal</b>	<b>\$252,252</b>			<b>\$252,252</b>	
16	Indirect Percentage (%)	11%			11%	
17	Indirect Cost (Line 16 X Line 15)	\$27,748			\$27,748	
18	Capital Expenditure	\$25,000			\$25,000	
19	<b>Total Expenditures</b>	<b>\$305,000</b>			<b>\$305,000</b>	
20	<b>HSA-DAAS Revenues</b>					
21	General Fund	\$305,000			\$305,000	
22						
23						
24						
25						
26						
27						
28						
29						
30	<b>TOTAL HSA-DAAS REVENUES</b>	<b>\$305,000</b>			<b>\$305,000</b>	
31	<b>Other Revenues</b>					
32	Program Income					
33						
34						
35						
36						
37	<b>Total Revenues</b>					
38	Full Time Equivalent (FTE)					
40	Prepared by: Kate Hoepke					Date: 5/19/17
41	HSA-CO Review Signature: _____					
42	HSA #1					11/15/2007

A	B	C	D	E	F
1					Appendix B-1, Page 2
2					Document Date: 5/19/2017
3					
4	Program: Village Model				
5	(Same as Line 9 on HSA #1)				
6					
7					
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10					
11					
12	POSITION TITLE	Total % FTE	% FTE	7/1/17-6/30/18 Budgeted Salary	7/1/17-6/30/18 TOTAL
13	Executive Director	100%	31%	\$38,750	\$38,750
14	Volunteer/Member Services Mgr.	100%	31%	\$19,840	\$19,840
15	Membership Coordinator	100%	80%	\$48,000	\$48,000
16	Communications Coordinator	100%	80%	\$48,000	\$48,000
17					
18					
19					
20					
21					
22					
23					
24					
25					
26					
27					
28					
29					
30	TOTALS	4.00	2.22	\$154,590	\$154,590
31					
32	FRINGE BENEFIT RATE				
33	EMPLOYEE FRINGE BENEFITS			\$31,976	\$31,976
34					
35					
36	TOTAL SALARIES & BENEFITS			\$186,566	\$186,566
37	HSA #2				11/15/2007

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4											Appendix B-1, Page 3
5											Document Date: 5/19/2017
6											
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12											TOTAL
13											
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Program: Village Model  
(Same as Line 9 on HSA #1)

**Operating Expense Detail**

TERM 7/1/17 - 6/30/18

Expenditure Category	TERM 7/1/17 - 6/30/18			TOTAL
Rental of Property	\$53,500			
Utilities(Elec, Water, Gas, Phone, Scavenger)				
Office Supplies, Postage				
Building Maintenance Supplies and Repair				
Printing and Reproduction	\$12,186			
Insurance				
Staff Training				
Staff Travel-(Local & Out of Town)				
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
OTHER				
TOTAL OPERATING EXPENSE	\$65,686	\$0	\$0	

HSA #3

	A	B	C	D	E	F	G	H
1								
2								
3								
4	Program: Village Model							
5	(Same as Line 9 on HSA #1)							
6								
7	<b>Expenditure Detail</b>							
8	<b>and Remodeling Cost</b>							
9								
10	EQUIPMENT		7/1/17-6/30/18	1/10/1900	1/10/1900	#REF!	#REF!	TOTAL 7/1/15-6/30/18
11	No.	ITEM/DESCRIPTION						
12								0
13								0
14								0
15								0
16								0
17								0
18								0
19								0
20	TOTAL EQUIPMENT COST		0	0	0			0
21								
22	<b>R E M O D E L I N G</b>							
23	Description:							
24								0
25	New location costs: tenant improvements		25,000					25,000
26								0
27								0
28								0
29	TOTAL REMODELING COST		25,000	0	0			25,000
30								
31	TOTAL CAPITAL EXPENDITURE		25,000	0	0			25,000
32	(Equipment and Remodeling Cost)							
33	<b>HSA #4</b>							
	11/15/2007							