



Mark Farrell, Mayor

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

Trent Rhorer, Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: SYLVIA DEPORTO, DEPUTY DIRECTOR  
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JKT*

DATE: JUNE 18, 2018

SUBJECT: GRANT MODIFCIATION: **FAMILY SUPPORT SERVICES (NON-PROFIT)** FOR PROVISION OF RESPITE CARE FOR EMERGENCY PLACEMENTS

	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
GRANT TERM:	7/1/17- 6/30/20	7/1/18- 6/30/19			
GRANT AMOUNT:	\$1,088,374	\$132,119	\$1,220,493	\$122,049	\$1,342,542
ANNUAL AMOUNT:	<u>FY17/18</u> \$356,844	<u>FY 18/19</u> \$497,884	<u>FY 19/20</u> \$365,765		
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$878,755	\$341,738		\$122,049	\$1,342,542
PERCENTAGE:	72%	28%			100%

The Department of Human Services (DHS) requests authorization to modify the grant agreement with Family Support Services (FSS) for the time period beginning July 1, 2018 ending on June 30, 2019, in the additional amount of \$132,119 plus a 10% contingency for a revised total amount not to exceed \$1,342,542. The purpose of this grant modification is to implement a yearlong pilot program that provides guaranteed respite care for resource families who accept an emergency placement.

**Background**

As part of statewide implementation of Continuum of Care Reform, Family and Children’s Services (FCS) is making additional investments in emergency services for foster children. One of such investments is to recruit more resource families (also known as RFA families) willing to provide shorter-term care to children who have been removed from their home or are in a need of an immediate placement change. These children will be immediately placed into the care of a family instead of spending a day at the Child Protection Center.

*(1)*

Placements in a family setting play a critical role in helping children feel safe and secure during a stressful and difficult time. Relatives and non-relative extended family members (NREFM<sup>1</sup>) are the preferred resource because this placement type maintains the children's connections with their family and community. Currently, about one third of FCS children in out-of-home placements are placed with their relatives or NREFM.

One of the main barriers for those resource families to accept emergency placements is lack of immediate access to childcare. This is particularly challenging as many work and are not able to arrange childcare at a moment's notice. This pilot program aims to address this need by providing guaranteed, time-limited respite care in order to incentivize relatives and NREFM to accept emergency placements.

### **Services to be Provided**

Through this modification, FSS will arrange childcare to RFA families (primarily relatives and NREFMs) who have accepted an emergency placement. During this pilot, four slots will be reserved at licensed childcare facilities or certified RFA homes at a rate of \$60 a day per slot. The rate will increase by \$20 to \$80 a day once the slot is filled and childcare is provided.

Those who accept emergency placements will be allotted no more than 40 hours of childcare per child for each placement episode. Childcare beyond 40 hours will be reviewed upon request and will need to be approved by FCS Director on a case-by-case basis. Care will be provided during regular business hours (8am -5pm from Monday through Friday). Requests for childcare outside of these hours may be accommodated when possible.

See Appendix A, Scope of Services for details.

### **Selection**

Grantee was selected through Request for Proposals 734, which was released February 8, 2017.

### **Funding**

Funding for this modification is

### **ATTACHMENTS**

Appendix A-1 –Additional Services to be Provided

Appendix B-1 – Calculation of Charges

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<sup>1</sup> The law defines a Non-Related Extended Family Member (NREFM) as an adult who has an established familial or mentoring relationship with the child, such as a godparent, a teacher, or a neighbor. It is county welfare department's responsibility to verify the existence of a relationship through interviews with the parent and child or with one or more third parties. The third parties may include relatives of the child, teachers, medical professionals, clergy, neighbors, and family friends.

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**Appendix A-1 – Services to be Provided**  
**Family Support Services**  
**Respite Services for Resource Family Approved Families**  
**July 1, 2017 – June 30, 2020**  
*Last Update: 6/13/18*

**I. Purpose of Services**

The purpose of respite care is to prevent reoccurrence of child maltreatment, reduce family stress, and stabilize or improve family functioning by providing quality respite care to Resource Family Approved (RFA) families.

**II. Definitions**

Capacity	Maximum number of persons authorized to be provided care and supervision at any one time in any licensed facility.
CARBON	Contracts Administration, Reporting and Billing Online database
Grantee	Family Support Services
FCS	Family & Children Services Division
Emergency Respite	Temporary intermittent care, generally less than 24 hours length provided within 24 hours of the request.
Exempt Provider	Childcare provider who cares for children of only one family other than his or her own children. Such providers are exempt from state licensing requirements.
Family Child Care	Licensed child care program located in the provider’s home
Foster Family Home	Any home in which 24 hour care and supervision are provided in a family setting in the licensee’s family residence for not more than six foster children, exclusive of members of the licensee’s family home. Maximum number of children cared for is fourteen (14).
Large Family Child (Day) Care	Licensed child care program located in the provider’s home. Maximum number of children cared for is fourteen (14).
RFA	Resource Family Approval Program recruits, trains and licenses foster parents and relative caregivers to provide care to court-dependent children from San Francisco.
Respite	Child care services (arranged in advance) intended to provide an interval of rest or relief for foster parents or relative caregivers. These services are not provided for the purpose of routine, on-going childcare
DHS	San Francisco Department of Human Services
Immediate Placement	Immediate foster care placements provide shorter-term care for children who may need somewhere to stay at short notice, often immediately following the removal from the home due to safety issues.

### III. Target Populations

The target population is RFA families with San Francisco dependents

### IV. Service Description

- a. Grantee will provide on-going recruitment and training of in-home and out-of-home respite care providers. Grantee will maintain and ensure the quality of the respite providers. Respite providers may be licensed childcare centers, licensed day care homes and licensed or certified foster homes. Respite providers may also be in-home providers. Providers caring for SA/HIV respite children must have completed 36 hours of SA/HIV respite training or similar training provided by the Grantee.
- b. Grantee will:
  - i. Ensure that families are matched with providers based on childcare needs, provider availability, family preferences and geographic proximity.
  - ii. Perform site visits of prospective out-of-home respite care providers to check certification and ensure quality of services (for example, examine physical plant, observing provider interaction with the children, review medical emergency plans). The person(s) conducting the site visits shall not have any relationship, familial or otherwise, to prospective care providers. Inform the FCS RFA Program of any problems in level of care, including licensing issues.
  - iii. Ensure that out-of-home providers follow licensing/certification regulations, including ensuring that the providers are not over the capacity indicated in their license or certification.
  - iv. Develop a memorandum of understanding with each out-of-home provider. The agreements will minimally include the following:
    1. Arrangements for reporting licensing complaints to the grantee
    2. Agreement that no respite will be provided pending investigation of a licensing complaint or child abuse complaint
    3. Agreement that the provider will notify the certifying/licensing agency regarding the provision of respite care where appropriate
    4. Agreement not to exceed capacity at any time
    5. Agreement for the grantee to conduct unannounced site visits
  - v. Provide orientation and on-going training to all approved providers.
    1. In-home providers will receive regular supervision.
    2. In-home and out-of-home providers will participate in quarterly trainings.
  - vi. Target respite provision for neighborhoods with large numbers of RFA families such as the Bayview-Hunters Point, Mission, Western Addition, Potrero Hill and Oceanview/Merced Heights/Ingleside (OMI). Respite care services will also be extended to RFA families in San Mateo, Alameda and Contra Costa Counties.

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- c. Grantee will provide outreach to RFA families to ensure maximum utilization of the contract services.
  - i. Publicize the respite care services program at various venues, including but not limited to: RFA Pre-Service Trainings; RFA family support groups; RFA family events; FCS Unit Meetings; and, Community-based Organizations;
  - ii. Develop marketing materials to educate the RFA community, non-profit service providers and others about the respite services offered to RFA families.
- d. Upon referral, respite will be provided at the following:
  - i. Licensed Family Day Care Homes: Licensed family day care homes will provide respite service days, evenings, overnights, and weekends in the Bayview-Hunter's Point, Visitacion Valley, Western Addition, Potrero Hill, Mission and other SF neighborhoods as needed. Respite services will also be extended to SF RFA families in San Mateo, Alameda and Contra Costa Counties (additional counties may be added at a later date).
  - ii. Certified Foster Family Homes: Respite will be provided in homes that are certified by the Grantee or the County.
  - iii. Family Homes: In-home respite may be provided in the family's home by approved caregivers.
- e. To assure that clients are served in a timely manner, Grantee will prioritize and schedule on the basis of the family's need, the acuity of the family's crisis, and the availability of respite.
- f. The respite program will be thoroughly explained to parents the first time they are referred. The program will discuss the availability of out-of-home and in-home respite care. The parents will be invited to visit respite sites with their children.
- g. Grantee will discuss the child(ren)'s special needs, their concerns, transportation issues, and preferences with the parent/s around the type of respite to be provided.
- h. Assessment and follow up:
  - i. Respite care providers shall provide caregivers with feedback on their child's experience while at respite and, where appropriate, share observations about behavior management techniques the providers discover to be effective with their child(ren).
  - ii. The Grantee shall inform caregivers of additional support services available to them, such as support groups, counseling, homeless prevention services, and substance abuse programs.
  - iii. The Grantee will follow up with caregivers who fail to show for scheduled respite care.
- i. Grantee will provide on-sight respite care on Saturdays to RFA parents attending SA/HIV training at 3801 3<sup>rd</sup> street up to 4 times a year.
- j. **Pilot**: Childcare for RFA parents who accepted immediate foster care placement (from July 1, 2018 to June 30, 2019):
  - i. Grantee will arrange childcare at a licensed care facility or certified RFA home for RFA parents who have accepted an immediate placement of foster child(ren).
  - ii. Those families will be allotted up to 40 hours of childcare per placement episode. Exceptions to 40 hours limit will be reviewed upon request and be made only with FCS director's approval.
  - iii. Childcare will be provided during the regular business hours (8am-5pm, Monday through Friday) and care outside of these hours may be accommodated **whenever possible** on a case-by-case basis. **Not intended for overnight stay.**



- iv. During this pilot project, FCS will review the utilization level and re-evaluate the needs for this pilot program every 6 months. Upon agreement with FCS, Grantee will adjust the number of providers and slots accordingly, as permitted by the funding provided.

## V. Location and Time of Services

Services are provided either in the home of the caregiver or in the home/facility of the respite provider, at the caregiver's request. Services can be provided at any time, based on the availability of the providers.

Respite will be made available on weekdays, evenings, overnights, and weekends year round. Respite services will be available in various locations throughout the city, and San Mateo, Alameda and Contra Costa County. Some in-home respite will be provided in RFA family homes.

## VI. Grantee Responsibilities:

Adhere to all laws and regulations regarding the use of licensed and certified facilities.

- a. Ensure all staff is TB tested and that documentation of such remains in their personnel file.
- b. Provide monitoring and quality assurance of respite services.
- c. Ensure that respite hours are applied equitably to RFA families requesting services.
- d. Conduct service satisfaction surveys of the families receiving services after the first respite appointment, and at 90 days.
- e. Grantee is a mandated reporter of child abuse.
- f. Report all incidents of suspected child abuse and neglect as required by law. MOU's with respite providers shall clarify that utilization of the home/center will be suspended during investigation of a complaint/licensing violation.
- g. Be familiar with FCS practices and policies such as the California Core Practice model. Information on the CPM can be found here: <http://calswec.berkeley.edu/California-child-welfare-core-practice-model>

## VII. Annual Service Objectives

- a. Provide a minimum of 12,750 hours of respite care.
- b. Provide respite care to at least 45 unduplicated RFA families.
- c. Provide respite care up to four times per year at 3801 3<sup>rd</sup> Street to RFA families attending SA/HIV training.

The following service objectives apply to the pilot project to provide childcare to RFA families who accept immediate placements.

- d. Provide a minimum of 2,000 hours of emergency childcare.\*
- e. Provide respite care to at least 10 unduplicated RFA families who received emergency childcare.\*

\*The annual targets for the pilot program will be reviewed every 6 months and adjusted according to the occupancy rate at the end of each fiscal year.

## VIII. Annual Outcome Objectives

- a. In a written survey approved by DHS and conducted by the Grantee, a minimum of 90% of the RFA parents will indicate:
  - i. Services addressed the child(ren)'s special needs, transportation issues, and parental concerns and/or preferences around the type of respite care provided.
  - ii. Services significantly reduced the immediate stress on the families.
  - iii. Services helped stabilize and improve the caregiver's family functioning while caring for the child(ren).

- b. **Pilot:** a minimum of 90% of requests for emergency respite care/childcare will be arranged within 24 hours (excluding requests that come in when the provider is at capacity).

## IX. Reporting Requirements

- a. Grantee will report on CARBON within 15 days after completion of each month:
  - i. The number of RFA families that received respite services during the reporting period in each county.
  - ii. The number of children receiving respite services in each county.
  - iii. Demographic information on the identified race/ethnicity of children receiving respite care.
  - iv. **Pilot:** Report on occupancy rate for the emergency respite care pilot program. (i.e. how many childcare slots were filled during the month).
- b. Grantee will provide quarterly reports that include a narrative highlighting accomplishments and describing challenges.
- c. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section IV– Description of Services, VII-Service Objectives, and VIII - Outcome Objectives. This report will also include accomplishments and challenges encountered by the Contractor. This report is due 45 days after the completion of the program year.
- d. Monthly, Quarterly and Annual Reports will be entered into CARBON.

## X. Monitoring Activities

- a. Program Monitoring: Program monitoring will include review of client eligibility, documentation of service delivery, client files and progress toward service and outcome objectives.
- 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.

**HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY**

Appendix B-1, Page 1  
Document Date: 7/1/2018

	A	D	G	H	I	J	K	L
1								
2								
3	<b>HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY</b>							
4	Contractor's Name							
5	Family Support Services							
6	(Check One) New	Renewal	Modification	X				
7	If modification, Effective Date of Mod. 7/1/2018 No. of Mod. 1							
8	Program: Respite Services and Training & Recruitment Program for Resource Family Approved (RFA) Families							
9	Budget Reference Page No.(s)	Current	Original	Modification	Revised	Current	Total	
10	Program Term	FY17-18	FY18-19	FY18-19	FY18-19	FY19-20		
11	<b>Expenditures</b>							
12	Salaries & Benefits	153,571	159,839	25,681	185,520	159,839	498,930	
13	Operating Expense	140,364	141,657	86,737	228,394	141,657	510,415	
14	Subtotal	293,935	301,496	112,418	413,914	301,496	1,009,345	
15	Indirect Percentage (%)	18%	18%	18%	0	18%	1	
16	Indirect Cost (Line 16 X Line 15)	52,909	54,269	19,701	73,970	54,269	181,148	
17	Capital Expenditure							
18	Gift Fund Pass Through	10,000	10,000		10,000	10,000	30,000	
19	Total Expenditures	356,844	365,765	132,119	497,884	365,765	1,220,493	
20	<b>HSA Revenues</b>							
21	General Fund	178,731	178,731		178,731	178,731	536,193	
22	State Funding	165,073	165,073		165,073	165,073	495,219	
23	CODB FY16-17	4,336	4,336		4,336	4,336	13,008	
24	CODB FY17-18	8,704	17,625		17,625	17,625	43,954	
25	Funding for Pilot Program			132,119	132,119	-	132,119	
26								
27								
28								
29	TOTAL HSA REVENUES	356,844	365,765	132,119	497,884	365,765	1,220,493	
30	<b>Other Revenues</b>							
31								
32								
33								
34								
35								
36	Total Revenues	356,844	365,765	132,119	497,884	365,765	1,220,493	
37								
38								
39	Prepared by: Rex Dunn							
40	HSA-CO Review Signature:							
41	=							

Date: 7/1/18

11/15/2007



**Salaries & Benefits Detail**

	A	B	C	D	E	FY17-18		FY18-19		FY 18-19		FY 18-19		FY19-20	
						H	K	L	M	N					
1	Contractor Name:														
2	Family Support Services														
3															
4	Program Name:														
5	Respite Services and Training & Recruitment Program for Resource Family Approved (RFA) Families														
6															
7															
8															
9															
10															
11															
12															
13	POSITION TITLE	Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE	Budgeted Salary Current	Budgeted Salary Original	Budgeted Salary Proposed	Budgeted Salary Revised	Budgeted Salary Current					
14	Chief Executive Officer	\$158,844.00	100.0%	2.2%	2.2%	\$ 1,747	\$ 3,538	\$ 794	\$ 4,332	\$ 3,538					
15	Deputy Director	\$106,986	100%	10.0%	10.0%	\$ 9,899	\$ 10,853	\$ 2,140	\$ 12,993	\$ 10,853					
16	Respite Program Director	\$76,464	100%	40.0%	40.0%	\$ 30,586	\$ 31,026	\$ -	\$ 31,026	\$ 31,026					
17	Respite Program Supervisor	\$45,618	100%	40.0%	40.0%	\$ 18,247	\$ 18,509	\$ -	\$ 18,509	\$ 18,509					
18	Respite Program Assistant	\$41,185	80%	40.0%	32.0%	\$ 13,845	\$ 14,207	\$ -	\$ 14,207	\$ 14,207					
19	Child Care Coordinator	\$42,789	100%	40.0%	40.0%	\$ 17,904	\$ 18,375	\$ 17,116	\$ 35,491	\$ 18,375					
20	Family Support Spec./Coord.	\$36,800	100%	40.0%	40.0%	\$ 15,378	\$ 15,783	\$ -	\$ 15,783	\$ 15,783					
21	Family Support Specialist	\$33,647	100%	16.67%	16.67%	\$ 5,608	\$ 5,689	\$ -	\$ 5,689	\$ 5,689					
22	Program Site Manager	\$43,924	100%	12.5%	12.5%	\$ 5,491	\$ 5,570	\$ -	\$ 5,570	\$ 5,570					
23															
24															
25															
26															
27															
28															
29	TOTALS		7.80	2.39	2.31	\$ 118,705	\$ 123,550	\$ 20,050	\$ 143,600	\$ 123,550					
30															
31	FRINGE BENEFIT RATE	29.37%				29%	29%	29%	29%	29%					
32	EMPLOYEE FRINGE BENEFITS					\$34,866	\$36,289	\$5,631	\$ 41,920	\$36,289					
33															
34															
35	TOTAL SALARIES & BENEFITS	\$0				\$153,571	\$159,839	\$25,681	\$ 185,520	\$159,839					
36	HSA #2														
37															
38															

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Operating Expense Detail

	A	B	C	D	K	L	P	Q	R	S	T	U	V	W
1	Contractor Name:													
2	Family Support Services													
3														
4	Program Name:													
5	Respite Services and Training & Recruitment Program for Resource Family Approved (RFA) Families													
6														
7														
8														
9														
10														
11														
12	Expenditure Category			TERM	Current	Current	Modification	Revised	Current	Proposed				
13	Rental of Property			FY17-18	FY18-19	FY18-19	FY18-19	FY18-19	FY19-20	Total				
14	Utilities(Elec, Water, Gas, Phone, Scavenger)			\$19,662	\$20,645	\$3,355	\$24,000	\$20,645	\$64,307					
15	Office Supplies, Postage			\$2,686	\$2,753	\$375	\$3,128	\$2,753	\$8,567					
16	Building Maintenance Supplies and Repair			\$849	\$675	\$225	\$900	\$675	\$2,424					
17	Printing and Reproduction			\$678	\$695	\$1,287	\$1,982	\$695	\$3,355					
18	Insurance			\$1,232	\$955	\$130	\$1,085	\$955	\$3,272					
19	Staff Training			\$732	\$750	\$350	\$1,100	\$750	\$2,582					
20	Staff Travel-(Local & Out of Town)			\$1,186	\$929	\$130	\$1,059	\$929	\$3,174					
21	Rental of Equipment			\$669	\$655	\$120	\$775	\$655	\$2,099					
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE			\$651	\$667	\$269	\$936	\$667	\$2,254					
23	Out-of-Home Respite Providers			\$108,383	\$109,205	\$0	\$109,205	\$109,205	\$326,793					
24	Computer Consultants			\$1,320	\$1,353	\$243	\$1,596	\$1,353	\$4,269					
25	On-Call (52 Wks, 40 Hrs, 4 Kids, \$60/Day @ 20% of Time)			\$0	\$0	\$12,480	\$12,480	\$12,480	\$12,480					
26	Respite Care Utilized (52 Wks, 40 Hrs, 4 Kids, \$80/Day @ 80% of Time)			\$0	\$0	\$66,560	\$66,560	\$66,560	\$66,560					
27														
28	OTHER													
29	Equipment/Furnishings < \$1000			\$395	\$405	\$595	\$1,000	\$405	\$1,800					
30	Equipment Depreciation			\$500	\$513	\$0	\$513	\$513	\$1,526					
31	Advertising/Recruitment			\$75	\$77	\$100	\$177	\$77	\$329					
32	Memberships, Subscriptions & Publications			\$132	\$135	\$0	\$135	\$135	\$402					
33	Employee Costs			\$126	\$129	\$75	\$204	\$129	\$459					
34	Meetings/Orientations			\$264	\$271	\$25	\$296	\$271	\$831					
35	Auto Fuel, Repair & Maintenance			\$324	\$332	\$218	\$550	\$332	\$1,206					
36	Program Activities & Supplies			\$500	\$513	\$200	\$713	\$513	\$1,726					
37														
38	TOTAL OPERATING EXPENSE			\$140,364	\$141,657	\$86,737	\$228,394	\$141,657	\$510,415					
39														
40	HSA #3													
41														11/15/2007

