



**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  
94120-7988  
[www.SFHSA.org](http://www.SFHSA.org)

**TO:** DISABILITY AND AGING SERVICES COMMISSION

**THROUGH:** KELLY DEARMAN, EXECUTIVE DIRECTOR

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

**DATE:** JULY 7, 2021

**SUBJECT:** NEW GRANT: **THE ARC SAN FRANCISCO** (NON-PROFIT)  
FOR EDUCATION AND ADVOCACY, AND PEER MENTORS,  
SERVICES FOR ADULTS WITH DISABILITIES

**GRANT TERM:** 7/01/2021 – 6/30/2024

<b>GRANT AMOUNT</b>	<u>New</u>		<u>Contingency</u>	<u>Total</u>
	\$421,500		\$42,150	\$463,650

<b>ANNUAL AMOUNT</b>	<u>FY21/22</u>	<u>FY22/23</u>	<u>FY23/24</u>
	\$140,500	\$140,500	\$140,500

<b>FUNDING SOURCE</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
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<b>FUNDING</b>	\$421,500			\$42,150	\$463,650
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<b>PERCENTAGE</b>	100%				100%
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**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

The Department of Disability and Aging Services (DAS) requests authorization to enter into new grant agreement with The Arc San Francisco (The Arc) for the period of July 1, 2021 through June 30, 2024, in the amount of \$421,500 plus a 10% contingency for a total amount not to exceed of \$463,650. The purpose of this grant is to provide services for adults with disabilities in two areas: (1) Education and Advocacy, & (2) Peer Mentors.

### **Background**

The primary goal of The Arc San Francisco Education and Advocacy and Peer Mentors for Adults with Disabilities grant is to empower people of varying abilities and disabilities to live a fully realized and integrated community life by providing specialized services to them. Such programming can play an important role in maintaining independence among adults living with disabilities. In addition to providing positive avenues to create new social networks, the programming aims to increase access to cultural, educational, social and political well-being of people living with disabilities.

### **Services to be Provided**

The Arc San Francisco will provide two main categories of services for the program:

- (1) Education and Advocacy: The Arc's anti-racist, equity, and advocacy course topic offerings will provide consumers with the knowledge to navigate resources, resiliency skills-building, digital literacy, and the confidence to become community leaders in the years to come.
- (2) The Peer Mentoring program will include recruitment, training, and matching of volunteer mentors to adults living with a disability. These relationships will increase the educational, social and recreational opportunities for consumers.

### **Location of Services**

The ARC San Francisco is located at 1500 Howard Street and open during regular business hours 9:00 am – 5:00 pm.

### **Selection**

Grantee was selected through RFP #887 issued in March 2021.

### **Funding**

Funding for this contract is provided through Dignity Funds.

### **ATTACHMENTS**

Appendix A-Services to be Provided

Appendix B- Program Budget

## APPENDIX A – SCOPE OF SERVICES

### The Arc San Francisco (The Arc) Education and Advocacy & Peer Mentors Services for Adults with Disabilities

**July 1, 2021 to June 30, 2024**

#### I. Purpose

The purpose of this grant is to empower people of varying abilities and disabilities to live a fully realized and integrated community life by providing specialized services to them. There are two main categories of services associated with the proposed program: 1) Education and Advocacy & 2) Peer Mentors.

#### II. Definitions

Adult with a Disability	Person 18-59 years of age 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 units, run reports, etc.
CARBON	Contracts Administration, Reporting, and Billing On Line System.
City	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
Grantee	The Arc San Francisco
HSA	Human Services Agency of the City and County of San Francisco
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older, used interchangeably with senior.
OCP	Office of Community Partnerships (formerly known as Office on the Aging / OOA).
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
Unit of Service	Defined as one hour of service

Unduplicated Consumer (UDC)	A unique consumer participating in the Education and Advocacy & Peer Mentors programming provided by the grantee and reflected in CA.GetCare through program enrollment..
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### III. Population

Adults with disabilities aged 18+ who are also residents of San Francisco.

### IV. Location and Time of Services

The Arc San Francisco main office is at 1500 Howard Street, San Francisco, CA, 94103 and open during regular business hours.

### V. Description of Services

The contractor will provide the following two program elements and services:

#### 1) Education and Advocacy

Grantee will develop a curriculum of specific interest and benefit to people living with disabilities with the objective of empowering people of varying abilities and disabilities to live a fully realized and integrated community life. Course offerings can include “one-off” classes as well as a class series and/or core curriculum. Grantee should consider the use of volunteer “experts” to enhance course offerings.

Course offerings and educational tracks can include the following suggested topics:

- a) Leadership Academy: classes to build confident leadership skills, public speaking, writing, leadership theory and practice.
- b) Advocacy: classes to develop advocates within the disabled community in the areas of community organizing skills, rally participation, community meetings, mailings and letters, and public testimony.
- c) Independent living skills.
- d) Resource navigation: understanding a variety of resources available, for housing, homecare, medical and legal services.
- e) Job readiness: interviewing, resume writing, business etiquette, and workplace accommodations.

## 2) **Peer Mentors**

Creation and use of a peer-mentoring network provides a service delivery framework for a target population that may have difficulty accessing traditional health and social services while also having limited access to information about disability related issues and services. Peer mentor volunteers will provide outreach and supportive services for adults with disabilities to help address these concerns. Program design should include:

- a) Development of recruitment, screening, and training practices for peer mentor volunteers prior to matching them to clients. Screening should include evaluation of a volunteer's physical and mental health status and ability to provide support as intended by this program element. Volunteers completing the screening and training process will be asked to commit to a minimum service period.
- b) Program staff to coordinate and appropriately match volunteer peer mentors.
- c) Baseline levels for interactions between peer mentor volunteer and matched client (e.g. minimum 1 contact per week).

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

On an annual basis, the Grantee will provide the following services in each of the two components:

### 1) **Education and Advocacy:**

- a) Unduplicated Consumers. Grantee will keep a record of unduplicated consumers receiving this service.

UNIT: One unduplicated consumer who is an individual attending at least one class.

- b) Graduates. Grantee will keep a record of unduplicated consumers who complete a series of courses or curriculum meeting a minimum of class hours.

UNIT: One unduplicated consumer who has met a minimum of class hours or curriculum track.

- c) Class Hours. Grantee will keep a record of total class hours.

UNIT: One hour of class time.

2) **Peer Mentoring:**

- a) **Unduplicated Consumers.** Grantee will keep a record of unduplicated consumer receiving this service.

UNIT: One unduplicated consumer who is paired with a mentor.

- b) **Volunteer Recruitment and Development.** Conduct outreach to draw volunteers that will undergo formal evaluation and training, and commit to a minimum service period.

UNIT: One volunteer.

- c) **Peer Mentoring.** Grantee will provide peer support through the use of peer support volunteers. Peer support services include social, emotional, and practical support via regular interactions with clients.

UNIT: One hour of peer mentoring support to consumer.

**VII. Service Objectives**

**For FY 21/22 (July 1, 2021-June 30, 2022)**

Grantee will meet the following Service Objectives:

1) **Education and Advocacy**

- a) Provide services for **40** unduplicated consumers.  
b) Provide services to **30** graduates.  
c) Provide **90** class hours.

2) **Peer Mentoring**

- a) Provide services for **20** unduplicated consumers.  
b) Provide recruitment and development to **10** volunteers.  
c) Provide **200** peer mentoring hours.

**For FY 22/23 (July 1, 2022-June 30, 2023)**

Grantee will meet the following Service Objectives:

1) **Education and Advocacy**

- a) Provide services for **45** unduplicated consumers.  
b) Provide services to **40** graduates.  
c) Provide **110** class hours.

**2) Peer Mentoring**

- a) Provide services for **25** unduplicated consumers.
- b) Provide recruitment and development to **12** volunteers.
- c) Provide **250** peer mentoring hours.

**For FY 23/24 (July 1, 2022-June 30, 2024)**

Grantee will meet the following Service Objectives:

**1) Education and Advocacy**

- a) Provide services for **50** unduplicated consumers.
- b) Provide services to **45** graduates.
- c) Provide **130** class hours.

**2) Peer Mentoring**

- a) Provide services for **30** unduplicated consumers.
- b) Provide recruitment and development to **15** volunteers.
- c) Provide **300** peer mentoring hours.

**VIII. Outcome Objectives**

On an annual basis, the Grantee will meet the following Outcome Objectives. Grantee shall ensure a survey response rate of at least 50% of annual contracted unduplicated consumer level for each service category.

**1) Education and Advocacy:**

- a) A minimum of 85% of surveyed participants report that they are satisfied with the services they received.
- b) A minimum of 85% of surveyed participants report that classes and activities have improved their overall well-being.
- c) A minimum of 85% of surveyed participants agree that the classes they participated in have made them feel more independent and self-reliant.

**2) Peer Mentoring:**

- a) A minimum of 85% of surveyed participants matched with a peer mentor, report that the peer mentoring support has improved their overall well-being.

- b) 75% of surveyed participants matched with a peer mentor, report that they received emotional support from their peer mentor.
- c) 75% of surveyed participants matched with a peer mentor, report that they received information and support which allowed them to access a new service such as a government or non-profit resource, transportation, or social activity.
- d) 75% of surveyed participants matched with a peer mentor, report that they received information and support which allowed them use a new technology or assistive device.

**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 of 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 OCP by March 15 each grant year.
- h) Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).
- i) Grantee shall develop and deliver ad hoc reports as requested by HSA/DAS/OCP.

- j) Grantee will develop and maintain with OCP's approval, an updated Site Chart (using OCP's format) with details about the program.
- k) For assistance with reporting requirements or submission of reports, please contact:

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## **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 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; 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.

**HUMAN SERVICES AGENCY BUDGET SUMMARY  
BY PROGRAM**

Name <b>The Arc San Francisco</b>	Term 7/1/21 - 6/30/24
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>	
If modification, Effective Date of Mod. _____ No. of Mod. _____	
<b>Program: Services for Adults w/ Disabilities</b>	
Budget Reference Page No.(s)	Total
Program Term	7/1/21 - 6/30/22    7/1/22 - 6/30/23    7/1/23 - 6/30/24    7/1/21 - 6/30/24
<b>Expenditures</b>	
Salaries & Benefits	\$76,750    \$101,721    \$104,773    \$283,244
Operating Expenses	
<b>Subtotal</b>	<b>\$76,750    \$101,721    \$104,773    \$283,244</b>
Indirect Percentage (%)	15%    13%    12%    \$0
Indirect Cost (Line 16 X Line 15)	\$11,513    \$12,715    \$12,573    \$36,801
Subcontractor/Capital Expenditures	\$52,237    \$26,014    \$23,154    \$101,405
<b>Total Expenditures</b>	<b>\$140,500    \$140,450    \$140,500    \$421,450</b>
<b>HSA Revenues</b>	
General Funds	\$140,500    \$140,500    \$140,500    \$421,500
<b>TOTAL HSA REVENUES</b>	<b>\$140,500    \$140,500    \$140,500    \$421,500</b>
<b>Other Revenues</b>	
<b>Total Revenues</b>	<b>\$140,500    \$140,500    \$140,500    \$421,500</b>
Full Time Equivalent (FTE)	
Prepared by:	
HSA-CO Review Signature: _____	
<b>HSA #1</b>	<b>7/7/2021</b>



**The Arc San Francisco**  
**Program: Services for Adults w/ Disabilities**

**Subcontractor/Capital Expenditures**

					Total
<b>SUBCONTRACTORS</b>		7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	7/1/21 - 6/30/24
REDI Consultants		\$52,237	\$26,014	\$23,154	\$101,405
<b>TOTAL SUBCONTRACTOR COST</b>		\$52,237	\$26,014	\$23,154	\$101,405
<b>EQUIPMENT</b>		7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	7/1/21 - 6/30/24
Units	ITEM/DESCRIPTION				
<b>TOTAL EQUIPMENT COST</b>					
<b>REMODELING</b>		7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	7/1/21 - 6/30/24
<b>TOTAL REMODELING COST</b>					
<b>TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE</b>		\$52,237	\$26,014	\$23,154	\$101,405
<b>HSA #4</b>					<b>7/7/2021</b>