

Department of Benefits and Family Support		Ν	IEMORA	NDUN	A	
Department of Disability and Aging Services	то:	DISABILITY	AND AGING S	SERVICES	COMMISSION	N
Office of Early Care and Education	THROUGH:	KELLY DEA	RMAN, EXECU	JTIVE DIR	RECTOR	
	FROM:		FFMAN, DEPU A ZAPIEN, DIRI			DS JG
P.O. Box 7988 San Francisco, CA 94120-7988	DATE:	DECEMBER	1, 2021			
www.SFHSA.org	SUBJECT:	FOR THE PR	DIFICATION: V OVISION OF S E DEMONSTRA	UPPORT S	SERVICES IN I	RENTAL
		Current	Modification	Revised	Contingen	<u>cy Total</u>
	GRANT TERM:	7/1/19- 6/30/24	7/1/21- 6/30/24	7/1/19- 6/30/24		
	GRANT AMOUNT:	\$4,262,003	\$177,472	\$4,439,47	\$443,947	\$4,883,422
London Breed Mayor	Funding Source	<u>County</u>	State	Federal	Contingency	Total
Trent Rhorer Executive Director	FUNDING: PERCENTAGE:	\$4,439,475 100%			\$443,947	\$4,883,422 100%

The Department of Disability and Aging Services (DAS) requests authorization to modify the existing grant agreements with various grantees listed below for the period of July 1, 2021 to June 30, 2024, in the additional amount of \$177,472 plus a 10% contingency for a revised total amount not to exceed \$4,883,422. The purpose of these modifications is to enhance activities and support services provided to residents at Rental Assistance Demonstration (RAD) senior housing sites.

Grantee	Site	Current Amount 7/1/19-6/3024	Modification	Revised FY 21/22 FY 22/23 FY 23/24	Grant Total	10% Contingency	Total Not to Exceed
Bridge Housing Corporation	3850 18 th Street	\$513,362	\$12,294	\$109,372 \$106,372 \$106,372	\$525,656	\$52,566	\$578,222
Bridge Housing Corporation	462 Duboce Ave	\$264,212	\$7,785	\$57,747 \$54,747 \$54,747	\$271,997	\$27,200	\$299,197
Bridge Housing Corporation	Mission Dolores (1855 15 th Street)	\$356,924	\$9,462	\$76,957 \$73,957 \$73,957	\$366,386	\$36,639	\$403,025
Bridge Housing Corporation	25 Sanchez Street	\$354,160	\$9,411	\$76,384 \$73,384 \$73,384	\$363,571	\$36,357	\$399,928
Bridge Housing Corporation	255 Woodside Ave	\$517,523	\$12,369	\$110,234 \$107,234 \$107,234	\$529,892	\$52,989	\$582,881
Chinatown Community Development Center	227 Bay Street	\$276,679	\$5,010	\$57,330 \$57,330 \$57,330	\$281,689	\$28,169	\$309,858
Chinatown Community Development Center	990 Pacific Ave	\$367,208	\$7,586	\$77,117 \$76,188 \$76,188	\$374,794	\$37,479	\$412,273
GLIDE Community Housing Inc.	350 Ellis Street	\$361,409	\$18,095	\$81,930 \$76,930 \$76,930	\$379,504	\$37,950	\$417,454
Homerise	1750 McAllister Street	\$364,623	\$20,808	\$84,779 \$77,729 \$77,729	\$385,431	\$38,543	\$423,974
Homerise	666 Ellis Street	\$368,785	\$20,961	\$85,661 \$78,161 \$78,161	\$389,746	\$38,975	\$428,721
Tenderloin Neighborhood Development Corp	430 Turk Street	\$342,734	\$30,190	\$84,678 \$73,097 \$73,097	\$372,924	\$37,292	\$410,216
Tenderloin Neighborhood Development Corp	939-951 Eddy Street	\$174,384	\$23,501	\$50,825 \$36,669 \$36,669	\$197,885	\$19,788	\$217,673
Total		\$4,262,003	\$177,472	\$953,014 \$891,798 \$891,798	\$4,439,475	\$443,947	\$4,883,422

Background

Housing support services help older adults and adults with disabilities maintain stable housing through service connection and community engagement. DAS funds support services at public housing sites that are managed by the Mayor's Office of Housing and Community Development (MOHCD). These sites exclusively house older adults and adults with disabilities under the federal RAD program. The purpose of onsite support services is to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

Services to be Provided

Grantees provide the following core activities under the listed service areas:

1) Outreach and Community Engagement

Grantees develop and maintain channels of communications with residents through newsletters, resident meetings, monthly activity calendars, community building activities, and educational programs to foster positive relationships with residents and enhance community living.

2) Service Connection

Grantees build and maintain relationships with neighborhood groups, city agencies, and community-based services providers to develop referral partnerships and onsite programming.

Grantees also assist residents towards identified needs and goals, offering needs assessments, information and referral, crisis intervention and counseling, and short-term case management while also working to connect residents with outside service providers and community services.

3) Housing Stability

Grantees provide information and direct outreach to residents to help them maintain their housing and ensure their specific needs are met. Grantees assist residents in addressing and planning for matters related to housing, delinquent rent payments, safety concerns, remedy of incidences and/or lease violations, conflict resolutions, and communication with property management among other areas.

For more specific information regarding the services to be provided at each housing site, please refer to the attached Appendices A.

Modification

This modification will provide additional funding in the amount of \$177,472 to DAS funded support services at RAD senior housing sites. Modifications are split into two categories:

One Time Only (OTO) Funding:

This funding will go to support enhanced community building activities at each housing site. During the course of the COVID-19 pandemic, congregate activities at RAD senior housing sites were negatively impacted due to older adults and adults with disabilities needing to socially distance or isolate. In an effort to revitalize program offerings and increase community engagement, the additional funding will be utilized to allow residents to rejoin their communities in safe and meaningful ways, while allowing providers to rebuild community engagement and combat social isolation. Examples of proposed activity enhancements include: nutritious cooking classes, modified exercise classes, resident led outings, and visits to performing arts.

<u>Cost of Doing Business:</u> The City & County of San Francisco has provided a Cost of Doing Business (CODB) increase to all non-profit organizations currently under contract with the City. A 3% increase has been applied to FY21/22 grant amounts and will be on going. The purpose of the CODB increase is to support non-profit organizations with increases in operational costs such as salaries, rent/utility, worker's compensation, or health care benefits for staff.

Selection

Grantees were selected through a Request for Qualifications, which was competitively bid by the Mayor's Office of Housing and the Mayor's Office of Housing and Community Development in February 2014.

Funding

Funding for these grants is provided by the City and County General Fund.

ATTACHMENTS Bridge Housing Corporation Appendix A-1 – Services to be Provided – 3850 18th Street Appendix B-1 – Program Budget – 3850 18th Street

Appendix A-1 – Services to be Provided – 462 Duboce Ave

Appendix B-1 – Program Budget – 462 Duboce Ave

Appendix A-1 – Services to be Provided – 1855 15th St (Mission Dolores) Appendix B-1 – Program Budget – 1855 15th St (Mission Dolores)

Appendix A-1 – Services to be Provided – 25 Sanchez Street Appendix B-1 – Program Budget – 25 Sanchez Street

Appendix A-1 – Services to be Provided – 255 Woodside Ave Appendix B-1 – Program Budget – 255 Woodside Ave

Chinatown Community Development Center

Appendix A-1 – Services to be Provided – 227 Bay Street Appendix B-1 – Program Budget – 227 Bay Street

Appendix A-1 – Services to be Provided – 990 Pacific Ave Appendix B-1 – Program Budget – 990 Pacific Ave

Glide Community Housing

Appendix A-1 – Services to be Provided – 350 Ellis Street Appendix B-1 – Program Budget – 350 Ellis Street

Homerise

Appendix A-1 – Services to be Provided – 1750 McAllister Street Appendix B-1 – Program Budget – 1750 McAllister Street

Appendix A-1 – Services to be Provided – 666 Ellis Street Appendix B-1 – Program Budget – 666 Ellis Street

Tenderloin Neighborhood Development Corporation

Appendix A-1 – Services to be Provided – 430 Turk Street Appendix B-1 – Program Budget TNDC – 430 Turk Street

Appendix A-1 – Services to be Provided – 939-951 Eddy Street Appendix B-1 – Program Budget TNDC – 939-951 Eddy Street

Appendix A-1 – Services to be Provided Bridge Housing RAD Housing Support Services at 3850 18th Street July 1, 2019 – June 30, 2024

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
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. Source: California Code of Regulations Title 22, Sec. 7630
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	Bridge Housing
Low-Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and

	Human Services. This is only to be used by consumers to
	self-identify their income status, not to be used as a means
	test to qualify for the program.
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.
MOHCD	Mayor's Office of Housing and Community Development
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human
	Services Agency.
Older Adult	Person who is 60 years and older, used interchangeably
Older Adult	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.
RAD	Rental Assistance Demonstration
KAD	Kental Assistance Demonstration
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).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 3850 18th Street, San Francisco, CA 94114. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

• Low-income

- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco and
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 3850 18th Street, San Francisco, CA 94114, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

- 1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with

conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.

- iv. Community Engagement:
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
- 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
- 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
- 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 5. Grantee will hire, train, and supervise 1.25 FTE (leveraged and/or grant funded) to provide services.
- 6. Grantee will ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
- 7. Grantee will ensure that units of service provided are tracked and distinguishable.
- 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
- 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

- 1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- 2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
- 3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

On an annual basis, Grantee will meet the following outcome objectives:

1. At least 50% of unduplicated tenants participating in the annual survey will feel "strongly" or "very strongly" about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: "How strongly do you feel about being connected and involved in the tenant/resident community at [site]?" The options should be "Very strongly", "Strongly", "Somewhat", "Not at all".

- 2. At least 50% of unduplicated tenants participating in the annual survey will "agree" or "highly agree" that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: "Do you have better access to resources that improve your health and wellness?" The options should be "Highly agree", "Agree", "Neutral", "Disagree", "Highly disagree".
- 3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

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 grantee's database.
- 2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "strongly" or "very strongly" when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "agree" or "highly agree" when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.

- 3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
- 5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
- 6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
- Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10th (June-December data) and July 10th (January-June data).
- 8. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
- 9. Grantee will 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.
- 10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio.Duenas@sfgov.org Contract Manager, Office of Contract Management Human Services Agency

or

Hanna.Teferi@sfgov.org Administrative Analyst, Office of Community Partnerships Department of Disability and Aging Services

X. Monitoring Activities

A. <u>Program Monitoring</u>: 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, 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 Security Awareness Training; review of 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 VI and VII, 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.

B. <u>Fiscal Compliance and Contract Monitoring</u>: 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.

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4	HUMAN SERVICES AGENC	BY PROG											
		BIFRUG											
5	Grantee's Name:					Grant Term:							
6	BRIDGE Housing Corporation					July 1, 2019 - Jun	e 30, 2024						
7	(Check One) New Renewal Modification	Х											
8	If modification, Effective Date of Mod. 7/1/21												
0	II Modification, Effective Date of Mod. 7/1/21												
9	Program: 3850 18th Street - RAD												
10	Budget Reference Page No.(s)												TOTAL
				7/1/21-6/30/22	7/1/21-6/30/22	7/1/21-6/30/22	7/1/22-6/30/23	7/1/22-6/30/23	7/1/22-6/30/23	7/1/23-6/30/24	7/1/23-6/30/24	7/1/23-6/30/24	
11	Program Term	7/1/19-6/30/20	7/1/20-6/30/21	Current	Modification	Revised	Current	Modification	Revised	Current	Modification	Revised	7/1/19-6/30/24
12	Human Services Agency Expenditures												
13	Salaries & Benefits	\$68,792	\$68,792	\$68,792	\$0	\$68,792	\$68,792	\$0	\$68,792	\$68,792	0	\$68,792	\$343,959
	Operating Expense	\$18,396	\$21,028	\$21,028	\$6,000	\$27,028	\$21,028	\$3,000	\$24,028	\$21,028	\$3,000	\$24,028	\$114,508
	Capital Expenditure	¢07.400	¢00.000	¢00.000	¢0.000	¢05.000	¢00.000	¢0.000	¢00.000	¢00.000	¢0.000	¢00.000	¢450.407
-	Subtotal	\$87,188	\$89,820	\$89,820	\$6,000	\$95,820	\$89,820	\$3,000	\$92,820	\$89,820	\$3,000	\$92,820	\$458,467
17	Indirect Percentage (%)	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%
	Indirect Cost (Line 16 X Line 17) Total HSA Expenditures	\$13,078 \$100,266	\$13,454 \$103,274	\$13,454 \$103,274	\$98 \$6,098	\$13,552 \$109,372	\$13,454 \$103,274	\$98.00 \$3,098	\$13,552 \$106,372	\$13,454 \$103,274	\$98 \$3,098	\$13,552 \$106,372	\$67,188 \$525,656
20	Developer Match Expenditures	\$100,200	\$103,274	\$103,274	\$0,090	\$109,372	\$103,274	\$3,090	\$100,372	\$103,274	\$3,090	\$100,372	\$525,656
	Salaries & Benefits	\$68,157	\$68,157	\$68,157	\$0	\$68,157	\$68,157	\$0	\$68,157	\$68,157	\$0	\$68,157	\$340,786
	Operating Expense	\$30,343	\$30,343	\$30,343	\$0		\$30.343	\$0		\$30.343	\$0	\$30.343	\$151,714
	Capital Expenditure	\$30,5 4 5	\$30,5 4 5	\$30,5 4 5	4 0	\$30,343	\$30,5 4 3	φU	\$JU,J 4 J	4 50,545	φU	\$30,343	φ1J1,714
	Subtotal	\$98,500	\$98,500	\$98,500	\$0	\$98,500	\$98,500	\$0	\$98,500	\$98,500	\$0	\$98,500	\$492,500
25	Indirect Percentage (%)	15%	15%	15%		15%	15%		15%	15%		15%	15.00%
	Indirect Cost (Line 16 X Line 17)	\$14,775	\$14,775	\$14,775	\$0		\$14,775	\$0		\$14,775	\$0	\$14,775	\$73,875
	Total Developer Expenditures	\$113,275	\$113,275	\$113,275	\$0		\$113,275	\$0		\$113,275	\$0	\$113,275	\$566,375
28	· ·							· · · · ·					
29	Total HSA and Developer Expenditures	\$213,541	\$216,549	\$216,549	\$6,098	\$222,647	\$216,549	\$3,098	\$219,647	\$216,549	\$3,098	\$219,647	\$1,092,030
30	HSA Revenues												
31	Local General Fund	\$100,266	\$103,274	\$103,274	\$6,098	\$109,372	\$103,274	\$3,098	\$106,372	\$103,274	\$3,098	\$106,372	\$525,656
32													
33													
34 35													
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38													
39	TOTAL HSA REVENUES	\$100,266	\$103,274	\$103,274	\$6,098	\$109,372	\$103,274	\$3,098	\$106,372	\$103,274	\$3,098	\$106,372	\$525,656
40	Developer Revenues	÷.00,200	\$100,214	\$100,214	\$5,000	¢.00,012	¥100,214	\$0,000	¢.00,012	¥100,214	\$5,000	¢100,012	\$525,500
41	Developer Match Funds	\$113,275	\$113,275	\$113,275	\$0	\$113,275	\$113,275	\$0	\$113,275	\$113,275	\$0	\$113,275	\$566,375
42					+-	,							
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	Total Developer Revenues	\$113,275	\$113,275	\$113,275	\$0		\$113,275	\$0		\$113,275	\$0	\$113,275	\$566,375
46	Total Revenues	\$213,541	\$216,549	\$216,549	\$6,098	\$222,647	\$216,549	\$3,098	\$219,647	\$216,549	\$3,098	\$219,647	\$1,092,030
47	Full Time Equivalent (FTE)												
	Prepared by:	Susan Neufeld	Tolophone No	-		415-321-3526							Date 8/8/2019
		Susan neuleiu	Telephone No.			410-021-0020							Date 0/0/2019
50	HSA-CO Review Signature:												
51	HSA #1												
52													
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1													endix B-1, Page 2
3												Docum	nent Date: 11/9/21
4	Grantee's Name: BRIDGE Housing	Corporation											
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7				Salaries	& Ren	efits Detail							
8				Guidilloo		onto Dotan							
9													
10				an Services Agency		an Services Agency		an Services Agency		an Services Agency	Hur	nan Services Agency	TOTAL
11				19-6/30/20		20-6/30/21		21-6/30/22		22-6/30/23	7/	1/23-6/30/24	7/1/19-6/30/24
12	POSITION TITLE	Annual Salary	FTE	SALARIES									
13	Service Coordinator	\$51,223	1.00	\$51,223	1.00	\$51,223	1.00	\$51,223	1.00	\$51,223	1.00	\$51,223	\$256,113
14													
15													
16													
17													
18													
19													
20													
21													
22													
23	TOTALS		1.000	\$51,223	1.000	\$51,223	1.000	\$51,223	1.000	\$51,223	1.000	\$51,223	\$256,113
24 25													
26	EMPLOYEE FRINGE BENEFITS		34%	\$17,569	34%	\$17,569	34%	\$17,569	34%	\$17,569	34%	\$17,569	\$87,847
27			5470	ψ17,505	ψ0 <i>1</i> ,04 <i>1</i>								
28													
29	TOTAL HSA SALARIES & BENEFI	TS		\$68,792		\$68,792		\$68,792		\$68,792		\$68,792	\$343,959
30													
31	EVELOPER MATCH POSITION TIT	LE	1						1		1		[
32	Service Coordinator	\$43,320		\$21,660	0.50	\$21,660	0.50	\$21,660	0.50	\$21,660	0.50	\$21,660	\$108,300
33	Service Coordinator	\$58,180	0.50	\$29,090	0.50	\$29,090	0.50	\$29,090	0.50	\$29,090	0.50	\$29,090	\$145,450
34		T											
35													
36													
37													
38	TOTALS		1.00	\$50,750	1.00	\$50,750	1.00	\$50,750	1.00	\$50,750	1.00	\$50,750	\$253,750
39				r									
40	EMPLOYEE FRINGE BENEFITS		34%	\$17,407	34%	\$17,407	34%	\$17,407	34%	\$17,407	34%	\$17,407	\$87,036
41									1		1		
42	TOTAL DEVELOPER SALARIES &	BENEFITS		\$68,157		\$68,157		\$68,157		\$68,157		\$68,157	\$340,786
43	TOTAL SALARIES & BENEFITS		2.00	\$136,949	2.00	\$136,949	2.00	\$136,949	2.00	\$136,949	2.00	\$136,949	\$684,745
44	HSA #2												
45													

	A B C	D	E	G	н	J K	L M	N O
1				, J				Appendix B-1, Page 3
2							Do	cument Date: 11/9/21
4	Grantee's Name: BRIDGE Housing Corporatio	n						
5								
6 7		Ope	erating Expense	Detail				
8			namig _nperiee					
_			Human Services	Human Services			Human Services	TOTAL
9 10	HSA Expenditure Category	TERM	Agency 7/1/19-6/30/20	Agency 7/1/20-6/30/21	Agency 7/1/21-6/30/22	Agency 7/1/226/30/23	Agency 7/1/23-6/30/24	TOTAL 7/1/19-6/30/24
	Rental of Property							
					_		·	
12	Telephone and Office Furniture							
	Program/Office Supplies		\$2,540	\$5,17	2 \$11,17	72 \$8,172	\$8,172	\$35,228
	Utilities (Electricity, Water, Sewer, Gas, Phone))					· . <u> </u>	·
15	Printing and Reproduction						·	
16	Insurance				_		·	
17	Staff Travel (Local & Out of Town)					<u> </u>	·	
18	Law Library							
19	Membership/Dues						·	
20	Rental of Equipment							
21	Senior Right Bulletin				_			
22								
23 24	Staff Training Evaluation Expenses	-	\$15,000	\$15,00	0 \$15,00	00 \$15,000	\$15,000	\$75,000
25	OTHER	-		\U0	<u> </u>		\	
25 26	Language Line/Translation Services							
	Pangea/AASC Database	_	\$856	\$85	6 \$85	56 \$856	\$856	\$4,280
28	Educational Programs	_						
29 30	Evaluation and Data Collection (BRIDGE)	-						
31	TOTAL HSA OPERATING EXPENSE		\$18,396	\$21,02	8 \$27,02	28 \$24,028	\$24,028	\$114,508
	TOTAL HEA OF LIKENING EXPENSE		\$10,330	φ21,02	φ21,02	20 <u> </u>	φ24,020	\$114,500
32								
33	Developer Match Operating Expense							
34	Staff Travel		\$146	\$14				\$730
35	Telephone and Furniture		\$430	\$43	0 \$43	30 \$430	\$430	\$2,150
36	Office Supplies, Postage					<u> </u>		
37	Printing and Reproduction							
38	Program Supplies		\$11,358	\$11,35	8 \$11,3	58 \$11,358	\$11,358	\$56,790
39	Staff Travel				_		·	
40	Utilities		\$1,984	\$1,98	4\$1,98	34\$1,984	\$1,984	\$9,920
41	Rental of Equipment							
42	Volunteer Expenses (Receptionist/intake)							
43	Translation Services/Languge Line							
44	Pangea/AASC Database		\$144	\$14	4 \$14	14 \$144	\$144	\$720
	Charting							
	Staff Training		\$2,500	\$2,50	0 \$2,50	00 \$2,500	\$2,500	\$12,500
	Educational Programs/LCSW/Other Outside Se	ervices	\$13,781	\$13,78			\$13,781	\$68,904
48			, 10,101	<u></u>				
40	TOTAL DEVELOPER OPERATING EXPENSE		\$30,343	\$30,34	3 \$30,34	43 \$30,343	\$30,343	\$151,714
50								
51 52	TOTAL OPERATING EXPENSE		\$48,739	\$51,37	1 \$57,37	71\$54,371	\$54,371	\$266,222
53	HSA #3							
54		_						

Appendix A-1 – Services to be Provided Bridge Housing RAD Housing Support Services at 462 Duboce Avenue July 1, 2019 – June 30, 2024

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
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. Source: California Code of Regulations Title 22, Sec. 7630
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	Bridge Housing
Low-Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and

	Human Services. This is only to be used by consumers to
	self-identify their income status, not to be used as a means
	test to qualify for the program.
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.
MOHCD	Mayor's Office of Housing and Community Development
	, , , , , , , , , , , , , , , , , , , ,
OCP	Office of Community Dorthogohing
UCF	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human
	Services Agency.
Older Adult	Person who is 60 years and older, used interchangeably
	with "senior"
Conion	Demon who is 60 years or older yead interchangeably with
Senior	Person who is 60 years or older, used interchangeably with "older adult
	older adult
SF-HSA	Human Services Agency of the City and County of San
	Francisco.
RAD	Rental Assistance Demonstration
SOGI	Sexual Orientation and Gender Identity; Ordinance No.
5001	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)
	104.1 through 104.9).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 462 Duboce Avenue, San Francisco, CA, 94117. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

• Low-income

- Non or limited English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco and
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 462 Duboce Avenue, San Francisco, CA, 94117, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

- 1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with

conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.

- iv. Community Engagement:
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
- 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
- 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
- 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 5. Grantee will hire, train, and supervise 1 FTE (leveraged and/or grant funded) to provide services.
- 6. Grantee will ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
- 7. Grantee will ensure that units of service provided are tracked and distinguishable.
- 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
- 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

- 1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- 2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
- 3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

On an annual basis, Grantee will meet the following outcome objectives:

1. At least 50% of unduplicated tenants participating in the annual survey will feel "strongly" or "very strongly" about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: "How strongly do you feel about being connected and involved in the tenant/resident community at [site]?" The options should be "Very strongly", "Strongly", "Somewhat", "Not at all".

- 2. At least 50% of unduplicated tenants participating in the annual survey will "agree" or "highly agree" that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: "Do you have better access to resources that improve your health and wellness?" The options should be "Highly agree", "Agree", "Neutral", "Disagree", "Highly disagree".
- 3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

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 grantee's database.
- 2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "strongly" or "very strongly" when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "agree" or "highly agree" when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.

- 3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
- 5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
- 6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
- Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10th (June-December data) and July 10th (January-June data).
- 8. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
- 9. Grantee will 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.
- 10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio.Duenas@sfgov.org Contract Manager, Office of Contract Management Human Services Agency

or

Hanna.Teferi@sfgov.org Administrative Analyst, Office of Community Partnerships Department of Disability and Aging Services

X. Monitoring Activities

A. <u>Program Monitoring</u>: 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, 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 Security Awareness Training; review of 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 VI and VII, 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.

B. <u>Fiscal Compliance and Contract Monitoring</u>: 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.

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2													ent Date: 11/9/21
3	HUMAN SERVICES AGENC			MARY									
4	HOMAN GENVICED AGENO	BY PROC											
-		BIIKO											
5	Grantee's Name:			Grant Term:									
6	BRIDGE Housing Corporation			July 1, 2019 - Jun	e 30, 2024								
7	(Check One) New Renewal Modification X												
8	If modification, Effective Date of Mod. 7/1/21 No	of Mod. 1											
9	Program: 462 Duboce - RAD												
10	Budget Reference Page No.(s)												TOTAL
	5			7/1/21-6/30/22	7/1/21-6/30/22	7/1/21-6/30/22	7/1/22-6/30/23	7/1/22-6/30/23	7/1/22-6/30/23	7/1/23-6/30/24	7/1/23-6/30/24	7/1/23-6/30/24	
11	Program Term	7/1/19-6/30/20	7/1/20-6/30/21	Current	Modification	Revised	Current	Modification	Revised	Current	Modification	Revised	7/1/19-6/30/24
12	Human Services Agency Expenditures												
	Salaries & Benefits	\$40,139	\$41,244	\$41,244	\$0	\$41,244	\$41,244	\$0	\$41,244	\$41,244	\$0	\$41,244	\$205,116
	Operating Expense	\$4,686	\$4,986	\$4,986	\$4,295	\$9,281	\$4,986	\$1,295	\$6,281	\$4,986	\$1,295	\$6,281	\$31,515
	Capital Expenditure Subtotal	¢44.005	\$46,230	¢46.000	¢4.005	¢50.505	\$46,230	¢4.005	¢ 47 505	¢46.000	¢4.005	¢ 47 505	¢006.604
	Indirect Percentage (%)	\$44,825		\$46,230	\$4,295	\$50,525		\$1,295	\$47,525	\$46,230	\$1,295	\$47,525	\$236,631
17	Indirect Percentage (%) Indirect Cost (Line 16 X Line 17)	15% \$6,780	15% \$6,922	15% \$6,922	15% \$226	15% \$7,148	15% \$6,922	15% \$207	15% \$7,129	15% \$6,922	15% \$207	15% \$7,129	15% \$35,107
	Total HSA Expenditures	\$6,780 \$51,604	\$6,922 \$53,152	\$6,922 \$53,152	\$226	\$7,148 \$57,747	\$6,922 \$53,152	\$207 \$1,595	\$7,129 \$54,747	\$6,922 \$53.152	\$207 \$1,595	\$7,129 \$54,747	\$35,107 \$271.997
20	Developer Match Expenditures	\$51,604	\$53,152	\$55,152	\$4,595	\$51,141	\$53,152	\$1,595	\$54,747	\$55,152	\$1,595	\$34,747	\$271,997
20	Salaries & Benefits	\$54,013	\$54,013	\$54,013	\$0	\$54,013	\$54,013	\$0	\$54,013	\$54,013	\$0	\$54,013	\$270,065
	Operating Expense	\$5,205	\$5,205	\$5,205	\$0	\$5,205	\$5.205	\$0		\$5,205	\$0 \$0	\$5.205	\$26,025
	Capital Expenditure	\$3,203	\$3,203	\$5,205	φU	\$0,200	\$0,200	φU	\$0,200	\$3,203	φ 0	\$0,200	\$20,025
	Subtotal	\$59,218	\$59,218	\$59,218	\$0	\$59,218	\$59,218	\$0	\$59,218	\$59,218	\$0	\$59,218	\$296,090
25	Indirect Percentage (%)	15%	15%	15%	ψŭ	15%	15%	¢0	15%	15%	¢0	15%	15%
	Indirect Cost (Line 16 X Line 17)	\$8,908	\$8,883	\$8,883	\$0	\$8,883	\$8,883	\$0	\$8,883	\$8,883	\$0	\$8,883	\$44,438
27	Total Developer Expenditures	\$68,126	\$68,101	\$68,101	\$0	\$68,101	\$68,101	\$0	\$68,101	\$68,101	\$0	\$68,101	\$340,528
28		¢00,120	\$00,101	\$00,101	ψŭ	\$00,101	\$00,101	¢0	\$00,101	\$00,101	¢0	\$00,101	\$010,0 <u>2</u> 0
29	Total HSA and Developer Expenditures	\$119,730	\$121,253	\$121,253	\$4,595	\$125,848	\$121,253	\$1,595	\$122,848	\$121,253	\$1,595	\$122,848	\$612,527
30	HSA Revenues	1 17 11											
31	Local General Fund	\$51,604	\$53,152	\$53,152	\$4,595	\$57,747	\$53,152	\$1,595	\$54,747	\$53,152	\$1,595	\$54,747	\$271,997
32		1. 1.										1 - 1	
33													
34													
35 36													
36													
38													
39	TOTAL HSA REVENUES	\$51,604	\$53,152	\$53,152	\$4,595	\$57,747	\$53,152	\$1,595	\$54,747	\$53,152	\$1,595	\$54,747	\$271,997
40	Developer Revenues	ψ01,004	ψ00, 102	ψ00,102	ψ+,000	ψ01,141	ψ00,102	ψ1,000	ψυτ,/+/	ψ00,102	ψ1,000	ψυτ, ι + Ι	ψΖΙ 1,001
41	Developer Match Funds	\$68,126	\$68,101	\$68,101	\$0	\$68,101	\$68,101	\$0	\$68,101	\$68,101	\$0	\$68,101	\$340,528
42			÷==;+01	+,101	ψũ	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	÷==,101	φū	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	÷==;+01		÷==,+0+	÷•••,520
43													
44													
-	Total Developer Revenues	\$68,126	\$68,101	\$68,101	\$0	\$68,101	\$68,101	\$0	\$68,101	\$68,101	\$0	\$68,101	\$340,528
46	Total Revenues	\$119,730	\$121,253	\$121,253	\$4,595	\$125,848	\$121,253	\$1,595	\$122,848	\$121,253	\$1,595	\$122,848	\$612,527
47	Full Time Equivalent (FTE)												
						445 004 0000							
49	Prepared by:	Susan Neufeld	l elephone No.			415-321-3526							Date
50	HSA-CO Review Signature:												
51	HSA #1												
52													

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1 2													pendix B-1, Page 2 nent Date: 11/9/21
3												Docui	
	Grantee's Name: BRIDGE Housing Corpo	oration											
5 6													
7				Salaries	& Ren	efits Detail							
8				Guidines		cinto Detain							
9													
10				an Services Agency		an Services Agency		an Services Agency		an Services Agency		n Services Agency	TOTAL
11				19-6/30/20		20-6/30/21		21-6/30/22		22-6/30/23		23-6/30/24	7/1/19-6/30/24
12	POSITION TITLE	Annual Salary	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	
13	Supervisor	\$70,834	0.44	\$30,995	0.45	\$31,849	0.45	\$31,849	0.45	\$31,849	0.45	\$31,849	\$158,391
14													
15													
16													
17													
18													
19													
20													
21													
22													
23	TOTALS		0.438	\$30,995	0.450	\$31,849	0.450	\$31,849	0.450	\$31,849	0.450	\$31,849	\$158,391
24	TOTALS		0.430	\$30,993	0.450	φ31,049	0.450	\$31,049	0.450	φ 31,04 9	0.450	\$31,049	\$156,591
25				[[[[[]	
26 27	EMPLOYEE FRINGE BENEFITS		30%	\$9,144	30%	\$9,395	30%	\$9,395	30%	\$9,395	30%	\$9,395	\$46,725
28					-								
29	TOTAL HSA SALARIES & BENEFITS			\$40,139		\$41,244		\$41,244		\$41,244		\$41,244	\$205,116
30													
31													
32	Service Coordinator	\$60,486	0.60	\$36,292	0.60	\$36,292	0.60	\$36,292	0.60	\$36,292	0.60	\$36,292	\$181,459
33	Supervisor	\$70,834	0.50	\$5,417	0.50	\$5,417	0.50	\$5,417	0.50	\$5,417	0.50	\$5,417	\$27,085
34													
35													
36													
37													
38	TOTALS		1.10	\$41,709	1.10	\$41,709	1.10	\$41,709	1.10	\$41,709	1.10	\$41,709	\$208,544
39													
40	EMPLOYEE FRINGE BENEFITS		30%	\$12,304	30%	\$12,304	30%	\$12,304	30%	\$12,304	30%	\$12,304	\$61,520
41													
	TOTAL DEVELOPER SALARIES & BENE	FITS		\$54,013		\$54,013		\$54,013		\$54,013		\$54,013	\$270,065
	TOTAL SALARIES & BENEFITS		1.54	\$94,151	1.55	\$95,257	1.55	\$95,257	1.55	\$95,257	1.55	\$95,257	\$475,181
44		,											
45	HSA #2												
46													

						-	0			1.1	14		
1	A	В	С	D	E	F	G	Н		J	K	L M Ap	N O pendix B-1, Page 3
2													nent Date: 11/9/21
3 4	Grantee's Name: BRII	DGE Housing	Corporatio	n									
5													
6 7				Ope	erating Expens	se D	etai						
8													
9					Human Services Agency	S	Human Services Agency] [Human Services Agency] [Human Services Agency	Human Services Agency	TOTAL
	HSA Expenditure Cate	gory		TERM	7/1/19-6/30/20	[7/1/20-6/30/21	JL	7/1/21-6/30/22		7/1/226/30/23	7/1/23-6/30/24	7/1/19-6/30/24
11	Rental of Property												
	Telephone and Office	Furniture			\$4	5	\$45		\$45	;	\$45	\$45	\$225
13	Program/Office Supplie	es			\$		\$300		\$4,595		\$1,595	\$1,595	\$8,085
	Utilities (Electricity, Wa		Gas. Phone)		\$65		\$650		\$650		\$650	\$650	\$3,250
	Printing and Reproduc		, ,			<u> </u>							
	Insurance												
	Staff Travel (Local & C	ut of Town)			\$1,35	.0	\$1,350		\$1,350		\$1,350	\$1,350	\$6,750
	Law Library				Q1,005	<u> </u>	φ1,000		φ1,000		ψ1,000	<u>\$1,000</u>	ψ0,100
	Membership/Dues												
	Rental of Equipment												
	Senior Right Bulletin					·							
22													
	Staff Training			_	\$1,84	1	\$1,841		\$1,841		\$1,841	\$1,841	\$9,205
24				_									
	OTHER	tion Comisso											
	Language Line/Transla Pangea/AASC Databa		6	_	\$80	0	\$800		\$800		\$800	\$800	\$4,000
	Educational Programs			_			• • • •						
	Staff Recognition			_									
30													
	TOTAL HSA OPERAT	ING EXPEN	SE		\$4,68	6	\$4,986		\$9,281		\$6,281	\$6,281	\$31,515
32													
	Developer Match Oper	ating Expens	ie										
	Staff Travel					— ·							
	Telephone and Furnitu				\$20	15	\$205		\$205	<u> </u>	\$205	\$205	\$1,025
36	Office Supplies, Posta	ge											
37	Printing and Reproduc	tion											
	Program Supplies				\$5,00	0	\$5,000		\$5,000	<u> </u>	\$5,000	\$5,000	\$25,000
	Staff Travel					_ ·							
	Utilities					·							
	Rental of Equipment												
	Volunteer Expenses (F	•	ntake)			_ ·							
	Translation Services/L					_ ·							
	Educational Programs	LCSW/Other	Outside Se	ervices									
	Charting												
	Staff Training					— ·							
	Sub-Contractor (NCPF	IS)				— ·							
48													
49 50	TOTAL DEVELOPER	OPERATING	EXPENSE		\$5,20	15	\$5,205		\$5,205	<u> </u>	\$5,205	\$5,205	\$26,025
51	TOTAL OPERATING E	EXPENSE			\$9,89	1	\$10,191		\$14,486	<u> </u>	\$11,486	\$11,486	\$57,540
52 53	HSA #3												
54													

Appendix A-1 – Services to be Provided Bridge Housing RAD Housing Support Services at 1855 15th Street July 1, 2019 – June 30, 2024

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
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. Source: California Code of Regulations Title 22, Sec. 7630
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	Bridge Housing
Low-Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and

	Human Services. This is only to be used by consumers to
	self-identify their income status, not to be used as a means
	test to qualify for the program.
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.
MOHCD	Mayor's Office of Housing and Community Development
Moned	Mayor 5 office of flousing and community Development
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human
	Services Agency.
Older Adult	Person who is 60 years and 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
51'-115A	Francisco.
RAD	Rental Assistance Demonstration
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).
	107.1 uilougii 107.7).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 1855 15th Street, San Francisco, CA, 94103. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

• Low-income

- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco and
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 1855 15th Street, San Francisco, CA, 94103, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

- 1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with

conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.

- iv. Community Engagement:
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
- 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
- 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
- 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 5. Grantee will hire, train, and supervise 1.25 FTE (leveraged and/or grant funded) to provide services.
- 6. Grantee will ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
- 7. Grantee will ensure that units of service provided are tracked and distinguishable.
- 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
- 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

- 1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- 2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
- 3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

On an annual basis, Grantee will meet the following outcome objectives:

1. At least 50% of unduplicated tenants participating in the annual survey will feel "strongly" or "very strongly" about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: "How strongly do you feel about being connected and involved in the tenant/resident community at [site]?" The options should be "Very strongly", "Strongly", "Somewhat", "Not at all".

- 2. At least 50% of unduplicated tenants participating in the annual survey will "agree" or "highly agree" that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: "Do you have better access to resources that improve your health and wellness?" The options should be "Highly agree", "Agree", "Neutral", "Disagree", "Highly disagree".
- 3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

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 grantee's database.
- 2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "strongly" or "very strongly" when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "agree" or "highly agree" when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.

- 3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
- 5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
- 6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
- Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10th (June-December data) and July 10th (January-June data).
- 8. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
- 9. Grantee will 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.
- 10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio.Duenas@sfgov.org Contract Manager, Office of Contract Management Human Services Agency

or

Hanna.Teferi@sfgov.org Administrative Analyst, Office of Community Partnerships Department of Disability and Aging Services

X. Monitoring Activities

A. <u>Program Monitoring</u>: 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, 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 Security Awareness Training; review of 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 VI and VII, 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.

B. <u>Fiscal Compliance and Contract Monitoring</u>: 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.

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30 HSA Revenues \$69,712 \$71,803 \$71,803 \$55,154 \$76,957 \$71,803 \$71,803 \$2,154 \$73,957 \$71,803 \$2,154 \$73,957 \$57,1803 \$2,154 \$573,957 \$571,803 \$2,154 \$573,957 \$571,803 \$2,154 \$573,957 \$571,803 \$2,154 \$573,957 \$571,803 \$2,154 \$573,957 \$571,803 \$2,154 \$573,957 \$571,803 \$5,154 \$66,366 33		Total HSA and Developer Expenditures	\$173.063	\$176.054	¢176.053	¢5 154	¢181.208	\$176.053	¢2 154	\$178.208	\$176.053	¢2 154	\$178.208	\$887.640	
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32 math <	_		\$60.712	\$71,803	\$71,803	¢5 154	\$76.057	\$71,803	\$2 154	\$73.057	\$71,803	¢2 154	\$73.057	\$366 386	
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40 Developer Revenues \$104,250			A00 740	A74 000	A74 000	<i></i>	A70 057	A74 000	00 45 1	\$70.0F7	A74 000	A0.454	A70.057	¢000.000	
41 Developer Match Funds \$104,250			\$69,712	\$71,803	\$71,803	\$5,154	\$76,957	\$71,803	\$2,154	\$73,957	\$71,803	\$2,154	\$73,957	\$366,386	
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47 Full Time Equivalent (FTE) Image: Constraint of the physic of th	45	Total Developer Revenues	\$104,250	\$104,250	\$104,250	\$0	\$104,250	\$104,250	\$0	\$104,250	\$104,250	\$0	\$104,250	\$521,252	
47 Full Time Equivalent (FTE) Image: Constraint of the physic of th	46	Total Revenues	\$173,963	\$176,054	\$176,053	\$5,155	\$181,208	\$176,053	\$2,155	\$178,208	\$176,053	\$2,155	\$178,208	\$887,640	
49 Prepared by: Susan Neufeld Telephone No. 415-321-3526 Date 8.8.19 50 HSA-CO Review Signature:	47														
50 HSA-CO Review Signature: 51 HSA #1	4/	ruii Time Equivalent (FTE)	I												
51 HSA #1	49	Prepared by:	Susan Neufeld	Telephone No.			415-321-3526							Date 8.8.19	
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2												Docum	ent Date: 11/9/21
3	Grantee's Name: BRIDGE Housing C	Corporation											
5													
6													
7				Salaries &	& Bene	efits Detail							
8													
9			1								1		
10				an Services Agency		an Services Agency		an Services Agency		In Services Agency	Hum	nan Services Agency	TOTAL
11				19-6/30/20		20-6/30/21		21-6/30/22		22-6/30/23	7/1	/23-6/30/24	7/1/19-6/30/24
12	POSITION TITLE	Annual Salary	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	
15	Service Coordinator	\$57,227	0.50	\$28,614	0.50	\$28,614	0.50	\$28,614	0.50	\$28,614	0.50	\$28,614	\$143,068
16													
17													
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23	TOTALS		0.50	\$28,614	0.50	\$28,614	0.50	\$28,614	0.50	\$28,614	0.50	\$28,614	\$143,068
24				+==,=		<i>1</i>		+		+==1=			. ,
25													
26 27	EMPLOYEE FRINGE BENEFITS		35%	\$10,015	35%	\$10,015	35%	\$10,015	35%	\$10,015	35%	\$10,015	\$50,074
28													
29	TOTAL HSA SALARIES & BENEFIT	S		\$38,628		\$38,628		\$38,628		\$38,628		\$38,628	\$193,141
30													
31	DEVELOPER MATCH POSITION TIT	ΠE											
	Service Coordinator	\$57,227	0.50	\$28,614	0.50	\$28,614	0.50	\$28,614	0.50	\$28,614	0.50	\$28,614	\$143,068
	Supervisor	\$69,637	0.25		0.25	\$17,409	0.25	\$17,409	0.25	\$17,409	0.25		\$87,046
				\$17,409								\$17,409	
	Service Coordinator	\$71,238	0.05	\$3,405	0.05	\$3,405	0.05	\$3,405	0.05	\$3,405	0.05	\$3,405	\$17,026
35													
36													
37													
38	TOTALS		0.80	\$49,428	0.80	\$49,428	0.80	\$49,428	0.80	\$49,428	0.80	\$49,428	\$247,139
39		I			I				I				
40	EMPLOYEE FRINGE BENEFITS		35%	\$17,300	35%	\$17,300	35%	\$17,300	35%	\$17,300	35%	\$17,300	\$86,499
41		I	1		I				I		1	,	
42	TOTAL DEVELOPER SALARIES & B	ENEFITS		\$66,728		\$66,728		\$66,728		\$66,728		\$66,728	\$333,638
43	TOTAL SALARIES & BENEFITS		1.30	\$105,356	1.30	\$105,356	1.30	\$105,356	1.30	\$105,356	1.30	\$105,356	\$526,779
44													
45 46	HSA #2												
40													

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1							Appendix B-1, Page 3
2						Do	cument Date: 11/9/21
4	Grantee's Name: BRIDGE Housing Corporation						
5							
6 7	One	erating Expense	Detail				
8	Ope		Detail				
_	Γ	Human Services	Human Services	Human Services	Human Services	Human Services	
9		Agency	Agency	Agency	Agency	Agency	TOTAL
10	HSA Expenditure Category TERM_	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/226/30/23	7/1/23-6/30/24	7/1/19-6/30/24
11	Rental of Property						
12	Telephone and Office Furniture		·				
13	Program/Office Supplies	\$1,766	\$3,781	\$8,435	\$5,435	\$5,435	\$24,852
14	Utilities (Electricity, Water, Sewer, Gas, Phone)						
15	Printing and Reproduction						
	Insurance						
	-		· · · · · · · · · · · · · · · · · · ·				
	Staff Travel (Local & Out of Town)	A00.000		* ~~ ~~~			
	Evaluation Expenses	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$100,000
	Membership/Dues		·				
20	Rental of Equipment		·				
21	Senior Right Bulletin						
22	-		· - <u></u>				
23	Staff Training		·				
24			·				
25 26	OTHER Language Line/Translation Services	¢005	¢005	¢005	¢005	¢005	¢1 105
20	Pangea/AASC Database	\$225	\$225	\$225	\$225	\$225	\$1,125
28	Educational Programs		·				
29	Staff Recognition						
30							
31	TOTAL HSA OPERATING EXPENSE	\$21,991	\$24,006	\$28,660	\$25,660	\$25,660	\$125,977
32							
33	Developer Match Operating Expense						
34	Staff Travel						
-	-	****					
	Telephone and Furniture	\$300	\$300	\$300	\$300	\$300	\$1,500
	Office Supplies, Postage						
37	Printing and Reproduction	\$520	\$520	\$520	\$520	\$520	\$2,600
38	Program Supplies	\$14,500	\$14,500	\$14,500	\$14,500	\$14,500	\$72,500
39	Staff Travel	\$370	\$370	\$370	\$370	\$370	\$1,850
40	Utilities	\$2,960	\$2,960	\$2,960	\$2,960	\$2,960	\$14,800
	– Pangea	\$800	\$800	\$800	\$800	\$800	\$4,000
42	Volunteer Expenses (Receptionist/intake)	<i><i></i></i>	<i></i>	<i></i>			<u></u> ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
	· · · · · -	¢75	¢⁊ <i>ב</i>	¢75	¢75	¢7E	¢07E
43	Translation Services/Languge Line	\$75	\$75	\$75	\$75	\$75	\$375
44	Educational Programs/LCSW/Other Outside Servic_	\$2,400	\$2,400	\$2,400	\$2,400	\$2,400	\$12,000
45	Charting						
	Staff Training	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$10,000
47	Educational Programs/LCSW/Other Outside Service	es					
48							
49	TOTAL DEVELOPER OPERATING EXPENSE	\$23,925	\$23,925	\$23,925	\$23,925	\$23,925	\$119,625
50 51	TOTAL OPERATING EXPENSE	\$45,916	\$47,931	\$52,585	\$49,585	\$49,585	\$245,602
52		ψ 4 0,910	\$41,901	ψ02,000	ψ49,000	ψ49,005	ψ240,002
53	HSA #3						
54							

Appendix A-1 – Services to be Provided Bridge Housing RAD Housing Support Services at 25 Sanchez Street July 1, 2019 – June 30, 2024

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
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. Source: California Code of Regulations Title 22, Sec. 7630
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	Bridge Housing
Low-Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and
/30/24	1 Appendix A
	Human Services. This is only to be used by consumers to
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	self-identify their income status, not to be used as a means test to qualify for the program.
Minority	An ethnic person of color who is any of the following: a)
Winofity	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.
MOHCD	Mayor's Office of Housing and Community Development
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human Services Agency.
Older Adult	Person who is 60 years and 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.
RAD	Rental Assistance Demonstration
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).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 25 Sanchez St, San Francisco, CA, 94114. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

• Low-income

7/1/19-6/30/24

- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco and
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 25 Sanchez St, San Francisco, CA, 94114, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

- 1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with

conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.

- iv. Community Engagement:
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
- 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
- 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
- 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 5. Grantee will hire, train, and supervise 1.25 FTE (leveraged and/or grant funded) to provide services.
- 6. Grantee will ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
- 7. Grantee will ensure that units of service provided are tracked and distinguishable.
- 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
- 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

- 1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- 2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
- 3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

On an annual basis, Grantee will meet the following outcome objectives:

1. At least 50% of unduplicated tenants participating in the annual survey will feel "strongly" or "very strongly" about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: "How strongly do you

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7/1/19-6/30/24
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feel about being connected and involved in the tenant/resident community at [site]?" The options should be "Very strongly", "Strongly", "Somewhat", "Not at all".

- 2. At least 50% of unduplicated tenants participating in the annual survey will "agree" or "highly agree" that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: "Do you have better access to resources that improve your health and wellness?" The options should be "Highly agree", "Agree", "Neutral", "Disagree", "Highly disagree".
- 3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

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 grantee's database.
- 2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "strongly" or "very strongly" when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "agree" or "highly agree" when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.

- 3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
- 5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
- 6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
- Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10th (June-December data) and July 10th (January-June data).
- 8. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
- 9. Grantee will 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.
- 10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio.Duenas@sfgov.org Contract Manager, Office of Contract Management Human Services Agency

or

Hanna.Teferi@sfgov.org Administrative Analyst, Office of Community Partnerships Department of Disability and Aging Services

X. Monitoring Activities

A. <u>Program Monitoring</u>: 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, maintenance of service unit logs; agency and organization standards, which

7/1/19-6/30/24

Appendix A-1

include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the Security Awareness Training; review of 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 VI and VII, 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.

B. <u>Fiscal Compliance and Contract Monitoring</u>: 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.

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2													nent Date: 11/9/21
3	HUMAN SERVICES AGENC			ARY									
4	HOMAN GERVICED AGENO	BY PROG											
5		BIIIKOO											
5	Grantee's Name:			Grant Term:									
6	BRIDGE Housing Corporation			July 1, 2019 - June	30, 2024								
7	(Check One) New Renewal Modification	<u>_X</u> _											
8	If modification, Effective Date of Mod. 7/1/21 N	lo of Mod 1											
-												1	
9	Program: 25 Sanchez - RAD												
10	Budget Reference Page No.(s)												TOTAL
				7/1/21-6/30/22	7/1/21-6/30/22	7/1/21-6/30/22	7/1/22-6/30/23	7/1/22-6/30/23	7/1/22-6/30/23	7/1/23-6/30/24	7/1/23-6/30/24	7/1/23-6/30/24	
	Program Term	7/1/19-6/30/20	7/1/20-6/30/21	Original	Modification	Revised	Original	Modification	Revised	Original	Modification	Revised	7/1/19-6/30/24
12	Human Services Agency Expenditures												
	Salaries & Benefits	\$40,763	\$40,763	\$40,763	\$0	\$40,763	\$40,763	\$0	\$40,763	\$40,763	\$0	\$40,763	\$203,813
	Operating Expense	\$19,388	\$21,390	\$21,390	\$4,637	\$26,027	\$21,390	\$1,637	23,027	21,390	\$1,637	23,027	\$112,859
	Capital Expenditure Subtotal	\$60,151	\$62,153	\$62,153	\$4,637	\$66,790	\$62,153	\$1,637	\$63,790	\$62,153	\$1,637	\$63,790	\$316,672
	Indirect Percentage (%)	15%	15%	15%	0%	15%	15%	0%	15%	15%	0%	15%	
	Indirect Cost (Line 16 X Line 17)	\$9.023	\$9.094	\$9.094	\$500	\$9.594	\$9.094	\$500	\$9.594	\$9.094	\$500	\$9.594	15% \$46.899
	Total HSA Expenditures	\$69,172	\$71,247	\$71,247	\$5,137	\$76,384	\$71,247	\$2,137	\$73,384	\$71,247	\$2,137	\$73,384	\$363,571
20	Developer Match Expenditures							. ,		. ,		· · ·	
21	Salaries & Benefits	\$92,824	\$92,824	\$92,824	\$0	\$92,824	\$92,824	\$0	\$92,824	\$92,824	\$0	\$92,824	\$464,119
22	Operating Expense	\$32,728	\$32,728	\$32,728	\$0	\$32,728	32,728	\$0	\$32,728	32,728	\$0	\$32,728	\$163,640
	Capital Expenditure												
	Subtotal	\$125,552	\$125,552	\$125,552	\$0	\$125,552	\$125,552	\$0	\$125,552	\$125,552	\$0	\$125,552	\$627,759
25	Indirect Percentage (%)	15%	15%	15%	-	15%	15%	-	15%	15%	-	15%	15%
	Indirect Cost (Line 16 X Line 17)	\$19,283	\$19,283	\$19,283	\$0	\$19,283	\$19,283	\$0	\$19,283	\$19,283	\$0	\$19,283	\$96,414
	Total Developer Expenditures	\$144,835	\$144,835	\$144,835	\$0	\$144,835	\$144,835	\$0	\$144,835	\$144,835	\$0	\$144,835	\$724,173
28		* ****	<u> </u>	A O (O O O O	A5 (07	* 224 040	* 242.000	<u> </u>			* 0.407	* ****	A
	Total HSA and Developer Expenditures	\$214,007	\$216,081	\$216,082	\$5,137	\$221,218	\$216,082	\$2,137	\$218,219	\$216,082	\$2,137	\$218,219	\$1,087,744
30	HSA Revenues	***	A= 1 A 1=		A	ATO 004	AT 1 0 17	A		A74 A47	*• • • • •	ATO 004	\$000 FT (
31	Local General Fund	\$69,172	\$71,247	\$71,247	\$5,137	\$76,384	\$71,247	\$2,137	\$73,384	\$71,247	\$2,137	\$73,384	\$363,571
33													
34													
35													
36													
37 38													
39	TOTAL HSA REVENUES	\$69,172	\$71,247	\$71,247	\$5,137	\$76,384	\$71,247	\$2,137	\$73,384	\$71,247	\$2,137	\$73,384	\$363,571
40	Developer Revenues	φ0 0 ,172	φ/1,247	φι 1,241	φ3,137	φr0,364	φr1,247	φ2,137	φ13,304	φ11,241	φ2,137	φr 3,364	φ505,57 T
	Developer Match Funds	\$144,835	\$144,835	\$144,835	\$0	\$144,835	\$144,835	\$0	\$144,835	\$144,835	\$0	\$144,835	\$724,173
42		÷,000	÷,000	÷,000	¢0	÷,000	÷,000	ţ.	÷,000	÷,000	ψũ	÷,000	ţ,,,,,
43							-						
44			<u> </u>	A () ()			* • • • • • • • •			A		A	A704
-	Total Developer Revenues	\$144,835	\$144,835	\$144,835	\$0	\$144,835	\$144,835	\$0	\$144,835	\$144,835	\$0	\$144,835	\$724,173
46	Total Revenues	\$214,007	\$216,082	\$216,082	\$5,136	\$221,218	\$216,082	\$2,137	\$218,219	\$216,082	\$2,137	\$218,219	\$1,087,744
47	Full Time Equivalent (FTE)												
49	Prepared by:	Susan Neufeld	Telephone No.			415-321-3526							Date 8/8/19
50	HSA-CO Review Signature:												
	HSA #1												
52													

	А	В	С	D	Е	F	G	Н	I	J	К	L	М
1													opendix B-1, Page 2 ment Date: 11/9/21
3												Doca	ment Date. 11/3/21
4 5	Grantee's Name: BRIDGE Housing Corpo	oration											
6													
7				Salaries &	Bene	fits Detail							
8													
9			Huma	an Services	Huma	n Services	Hum	an Services	Hum	an Services	Huma	an Services	
10				Agency	ŀ	gency		Agency		Agency	4	Agency	TOTAL
11 12	POSITION TITLE	Annual Salary	7/1/ FTE	19-6/30/20 SALARIES	7/1/2 FTE	20-6/30/21 SALARIES	7/1/ FTE	21-6/30/22 SALARIES	7/1/ FTE	22-6/30/23 SALARIES	7/1/2 FTE	23-6/30/24 SALARIES	7/1/19-6/30/24
	Service Coordinator	\$60,486	0.40	\$24,195	0.40	\$24,195	0.40	\$24,195	0.40	\$24,195	0.40	\$24,195	\$120,973
	Service Coordinator	\$77,875		\$6,000	0.08	\$6,000	0.08	\$6,000	0.08	\$6,000	0.08	\$6,000	\$30,000
15				+ - ,								+ • , • • •	+,
16													
17													
18													
19													
20													
21													
22													
23	TOTALS		0.48	\$30,195	0.48	\$30,195	0.48	\$30,195	0.48	\$30,195	0.48	\$30,195	\$150,973
24 25													
	EMPLOYEE FRINGE BENEFITS		35%	\$10,568	35%	\$10,568	35%	\$10,568	35%	\$10,568	35%	\$10,568	\$52,840
27						,		,				,	,
28	TOTAL HSA SALARIES & BENEFITS			\$40,763		\$40,763		\$40,763		\$40,763		\$40,763	\$203,813
30	TOTAL HOA GALARIES & DENETHIS			φ 4 0,705		φ 4 0,703		φ 40,70 3		φ 4 0,703		<i>\$</i> 40,705	\$203,013
	DEVELOPER MATCH POSITION TITLE												
	Service Coordinator	\$59,758	1.00	\$59,758	1.00	\$59,758	1.00	\$59,758	1.00	\$59,758	1.00	\$59,758	\$298,792
	Service Coordinator	\$77,875		\$9,000	0.12	\$9,000	0.12	\$9,000	0.12	\$9,000	0.12	\$9,000	\$45,000
34									<u> </u>				
35													
36													
37													
38	TOTALS		1.12	\$68,758	1.12	\$68,758	1.12	\$68,758	1.12	\$68,758	1.12	\$68,758	\$343,792
39												I	
40	EMPLOYEE FRINGE BENEFITS		35.0%	\$24,065	35.0%	\$24,065	35%	\$24,065	35%	\$24,065	35%	\$24,065	\$120,327
41													
42	TOTAL DEVELOPER SALARIES & BENE	FITS		\$92,824		\$92,824		\$92,824		\$92,824		\$92,824	\$464,119
43	TOTAL SALARIES & BENEFITS		1.60	\$133,586	1.60	\$133,586	1.60	\$133,586	1.60	\$133,586	1.60	\$133,586	\$667,932
44 45	HSA #2												
45 46	110A π2												

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1	A	В	U	U	E	Г	G	п	1	J	ĸ		IVI		endix B-1, Page 3
2													I	Docun	nent Date: 11/9/21
3 4	Grantee's Name: BRIDG	E Housing	Corporatio	on											
5															
6 7				Ope	erating Expens	e De	etail								
8															
9					Human Services Agency] [Human Services Agency	•	Human Services Agency		Human Services Agency	Hu	man Servic Agency	es	TOTAL
9 10	HSA Expenditure Catego	ry		TERM			7/1/20-6/30/21	_	7/1/21-6/30/22		7/1/226/30/23		/1/23-6/30/2	4	7/1/19-6/30/24
11	Rental of Property													_	
12	Telephone and Office Fu	rniture													
	Program/Office Supplies				\$1,75	 2	\$3,75	 5	\$8,39		\$5,39	2	\$5,3	92	\$24,684
14	Utilities (Electricity, Wate	r Sower G	as Phone		\$63		\$63	_	\$63		\$63			35	\$3,175
	Printing and Reproduction		as, Filone	-)	φ03.	<u> </u>	φυυ	<u> </u>	φθε	<u>.</u>	φ03	5	φυ	33	φ3,173
16	Insurance														
		of Tourn)													
17	Staff Travel (Local & Out	or rown)													
	Law Library														
	Membership/Dues													_	
20	Rental of Equipment														
21 22	Senior Right Bulletin													_	
23	Staff Training														
24	Evaluation Expenses			_	\$17,00	0	\$17,00	0	\$17,00	00	\$17,00	0	\$17,0	00	\$85,000
25	OTHER														
26	Language Line/Translatio			_											
27 28	Pangea/AASC Database Educational Programs			_										_	
29	Staff Recognition			_						_ :				_	
30															
31	TOTAL HSA OPERATIN	G EXPENS	E		\$19,38	8	\$21,39	0	\$26,02	27	\$23,02	7	\$23,0	27	\$112,859
32														_	
33	Developer Match Operati	ng Expense	9												
34	Staff Travel														
35	Telephone and Furniture				\$2,00	0	\$2,00	0	\$2,00	00	\$2,00	0	\$2,0	00	\$10,000
36	Office Supplies, Postage														
37	Printing and Reproductio	n			\$96	5	\$96	5	\$96	5	\$96	5	\$9	65	\$4,825
38	Program Supplies				\$21,70	0	\$21,70	0	\$21,70	00	\$21,70	0	\$21,7	00	\$108,500
	Staff Travel				\$1,00	3	\$1,00	3	\$1,00)3	\$1,00	3	\$1,0	03	\$5,015
40	Evaluation Expenses							_							
	Utilities				\$1,26	0	\$1,26	0	\$1,26	50	\$1,26	0	\$1,2	60	\$6,300
42	Volunteer Expenses (Red	ceptionist/in	take)												
43	Translation Services/Lan				\$80	- <u>-</u>	\$80	0	\$80	00	\$80	0	\$8	00	\$4,000
44	Educational Programs/LC		Outside S	ervices											
45	Charting														
46	Staff Training				\$5,00		\$5,00	0	\$5,00	00	\$5,00	0	\$5,0	00	\$25,000
47	Sub-Contractor (NCPHS))					÷1,00		÷ 3,00		÷1,00		+ 3,0		
48															
49	TOTAL DEVELOPER OF	ERATING	EXPENSE	=	\$32,72	8	\$32,72	8	\$32,72	28	\$32,72	8	\$32,7	28	\$163,640
50						_									
51 52	TOTAL OPERATING EX	PENSE			\$52,11	<u> </u>	\$54,11	<u>8</u> -	\$58,75	<u>5</u>	\$55,75	5	\$55,7	55	\$276,499
53	HSA #3														
54															

Appendix A-1 – Services to be Provided Bridge Housing RAD Housing Support Services at 255 Woodside Avenue July 1, 2019 – June 30, 2024

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
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. Source: California Code of Regulations Title 22, Sec. 7630
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	Bridge Housing
Low-Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and

	Human Services. This is only to be used by consumers to
	self-identify their income status, not to be used as a means
	test to qualify for the program.
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.
MOHCD	Mayor's Office of Housing and Community Development
0.00	
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human
	Services Agency.
Older Adult	Person who is 60 years and older, used interchangeably
older Hadit	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.
RAD	Rental Assistance Demonstration
	Rental Assistance Demonstration
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).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 255 Woodside Ave, San Francisco, CA, 94127. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

• Low-income

- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco and
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 255 Woodside Ave, San Francisco, CA, 94127, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

- 1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with

conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.

- iv. Community Engagement:
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
- 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
- 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
- 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 5. Grantee will hire, train, and supervise 1.5 FTE (leveraged and/or grant funded) to provide services.
- 6. Grantee will ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
- 7. Grantee will ensure that units of service provided are tracked and distinguishable.
- 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
- 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

- 1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- 2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
- 3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

On an annual basis, Grantee will meet the following outcome objectives:

1. At least 50% of unduplicated tenants participating in the annual survey will feel "strongly" or "very strongly" about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: "How strongly do you feel about being connected and involved in the tenant/resident community at [site]?" The options should be "Very strongly", "Strongly", "Somewhat", "Not at all".

- 2. At least 50% of unduplicated tenants participating in the annual survey will "agree" or "highly agree" that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: "Do you have better access to resources that improve your health and wellness?" The options should be "Highly agree", "Agree", "Neutral", "Disagree", "Highly disagree".
- 3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

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 grantee's database.
- 2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "strongly" or "very strongly" when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "agree" or "highly agree" when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.

- 3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
- 5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
- 6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
- Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10th (June-December data) and July 10th (January-June data).
- 8. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
- 9. Grantee will 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.
- 10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio.Duenas@sfgov.org Contract Manager, Office of Contract Management Human Services Agency

or

Hanna.Teferi@sfgov.org Administrative Analyst, Office of Community Partnerships Department of Disability and Aging Services

X. Monitoring Activities

A. <u>Program Monitoring</u>: 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, 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 Security Awareness Training; review of 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 VI and VII, 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.

B. <u>Fiscal Compliance and Contract Monitoring</u>: 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.

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2													ment Date: 11/9/21
3	HUMAN SERVICES AGENC												
4	HOMAN SERVICES AGENC	BY PROG											
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5	Grantee's Name:			Grant Term:									
6	BRIDGE Housing Corporation			July 1, 2019 - June	30, 2024								
7	(Check One) New Renewal Modification	х											
	. ,												
8	If modification, Effective Date of Mod. 7/1/21 N	NO. OT MOD. 1											
9	Program: 255 Woodside - RAD												
10	Budget Reference Page No.(s)												TOTAL
10	Budget Relefence Page No.(s)			7/1/21-6/30/22	7/1/21-6/30/22	7/1/21-6/30/22	7/1/22-6/30/23	7/1/22-6/30/23	7/1/22-6/30/23	7/1/23-6/30/24	7/1/23-6/30/24	7/1/23-6/30/24	TOTAL
11	Program Term	7/1/19-6/30/20	7/1/20-6/30/21	Original	Modification	Revised	Original	Modification	Revised	Original	Modification	Revised	7/1/19-6/30/24
12	Human Services Agency Expenditures			5.13.11			- · · g			g			
	Salaries & Benefits	\$50,767	\$50,767	\$50,767	\$0	\$50,767	\$50,767	\$0	\$50,767	\$50,767	\$0	\$50,767	\$253,837
14	Operating Expense	\$37,127	\$39,825	\$39,825	\$5,623	\$45,448	\$39,825	\$2,623	\$42,448	39,825	\$2,623	\$42,448	\$207,296
	Capital Expenditure												
	Subtotal	\$87,894	\$90,592	\$90,592	\$5,623	\$96,215	\$90,592	\$2,623	\$93,215	\$90,592	\$2,623	\$93,215	\$461,133
	Indirect Percentage (%)	15%	15%	15%	0%	15%	15%	0%	15%	15%	0%	15%	15%
	Indirect Cost (Line 16 X Line 17)	\$13,184	\$13,519	\$13,519	\$499	\$14,018	\$13,519	\$499	\$14,018	\$13,519	\$499	\$14,018	\$68,758
	Total HSA Expenditures	\$101,079	\$104,111	\$104,111	\$6,123	\$110,234	\$104,111	\$3,123	\$107,234	\$104,111	\$3,123	\$107,234	\$529,892
20	Developer Match Expenditures	005.045	005 045	005 045	**	005 045	* 05.045	**	#05.045	* 05.045	* 0	605 045	¢ 470 075
	Salaries & Benefits Operating Expense	\$95,815 \$9,967	\$95,815 \$9,967	\$95,815 \$9,967	\$0 \$0	\$95,815 9,967	\$95,815 9,967	\$0 \$0	\$95,815 9,967	\$95,815 9.967	\$0 \$0	\$95,815 9,967	\$479,075 \$49,835
	Capital Expenditure	\$9,907	\$9,907	\$9,907	Ф О	9,907	9,907	φU	9,907	9,907	۵ 0	9,907	\$49,030
	Subtotal	\$105,782	\$105,782	\$105,782	\$0	\$105,782	\$105,782	\$0	\$105,782	\$105,782	\$0	\$105,782	\$528,910
	Indirect Percentage (%)	15%	¢100,102 15%	15%	ψū	15%	15%		15%	15%		15%	15%
20	Indirect Cost (Line 16 X Line 17)	\$15,968	\$15,968	\$15,968	\$0	\$15,968	\$15,968	\$0	\$15,968	\$15,968	\$0	\$15,968	\$79,840
	Total Developer Expenditures	\$121,750	\$121,750	\$121,750	\$0	\$121,750	\$121,750	\$0	\$121,750	\$121,750	\$0	\$121,750	\$608,750
28													
29	Total HSA and Developer Expenditures	\$222,829	\$225,861	\$225,861	\$6,123	\$231,984	\$225,861	\$3,123	\$228,984	\$225,861	\$3,123	\$228,984	\$1,138,642
30	HSA Revenues												
31	Local General Fund	\$101,079	\$104,111	\$104,111	\$6,123	\$110,234	\$104,111	\$3,123	\$107,234	\$104,111	\$3,123	\$107,234	\$529,892
32													
33													
34 35													
36													
37													
38													
39	TOTAL HSA REVENUES	\$101,079	\$104,111	\$104,111	\$6,123	\$110,234	\$104,111	\$3,123	\$107,234	\$104,111	\$3,123	\$107,234	\$529,892
40	Developer Revenues												
	Developer Match Funds	\$121,750	\$121,750	\$121,750	\$0	\$121,750	\$121,750	\$0	\$121,750	\$121,750	\$0	\$121,750	\$608,750
42													
43 44													
	Total Developer Revenues	\$121,750	\$121,750	\$121,750	\$0	\$121,750	\$121,750	\$0	\$121,750	\$121,750	\$0	\$121,750	\$608,750
	Total Revenues	\$222.829	\$225,861	\$225.861	\$6,123	\$231,984	\$225,861	\$3,123	\$228,984	\$225,861	\$3,123	\$228,984	
		φ <u>2</u> 22,029	φ223,001	φ220,001	φ0, 123	φ231,904	φ220,00T	φ3,123	φ220,904	φ220,001	φ3,123	φ220,904	ψ1,130,042
47	Full Time Equivalent (FTE)												
49	Prepared by:	Susan Neufeld	Telephone No.			415-321-3526							Date 8.8.19
	HSA-CO Review Signature:												
	HSA #1												
52													

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2												Docum	ent Date: 11/9/21
3 4	Grantee's Name: BRIDGE Housing Corp	oration											
5													
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7				Salaries &	& Bene	fits Detail							
8 9													
				n Services			Human Services		Human Services		Human Services		
10 11				Agency 19-6/30/20		Agency 20-6/30/21		gency 1-6/30/22		gency 2-6/30/23		gency 3-6/30/24	TOTAL 7/1/19-6/30/24
12	POSITION TITLE	Annual Salary	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES		SALARIES		SALARIES	//1/19-0/30/24
13	Service Coordinator	\$63,211	1.00	\$31,606	1.00	\$31,606	1.00	\$31,606	1.00	\$31,606	1.00	\$31,606	\$158,028
14	Service Coordinator/Management	\$77,875	0.08	\$6,000	0.08	\$6,000	0.08	\$6,000	0.08	\$6,000	0.08	\$6,000	\$30,000
15													
16													
17													
18													
19													
20													
21													
22													
23	TOTALS		1.08	\$37,606	1.08	\$37,606	1.08	\$37,606	1.08	\$37,606	1.08	\$37,606	\$188,028
24								,					,
25			0.5%	0 40,400	0.50/	0 40,400	0.5%	\$10,100	0.5%	\$10,100	0.5%	.	* 05.040
26 27	EMPLOYEE FRINGE BENEFITS		35%	\$13,162	35%	\$13,162	35%	\$13,162	35%	\$13,162	35%	\$13,162	\$65,810
28													
29	TOTAL HSA SALARIES & BENEFITS			\$50,767		\$50,767		\$50,767		\$50,767		\$50,767	\$253,837
30													
31	DEVELOPER MATCH POSITION TITLE		[1				
32	Service Coordinator	\$70,834	0.25	\$17,709	0.25	\$17,709	0.25	\$17,709	0.25	\$17,709	0.25	\$17,709	\$88,543
33	Service coordinator	\$43,320	0.50	\$21,660	0.50	\$21,660	0.50	\$21,660	0.50	\$21,660	0.50	\$21,660	\$108,300
35	Service Coordinator	\$63,211	1.00	\$31,606	1.00	\$31,606	1.00	\$31,606	1.00	\$31,606	1.00	\$31,606	\$158,028
36													
37													
38	TOTALS		1.75	\$70,974	1.75	\$70,974	1.75	\$70,974	1.75	\$70,974	1.75	\$70,974	\$354,870
39		I	I		T								
40	EMPLOYEE FRINGE BENEFITS		35.0%	\$24,841	35.0%	\$24,841	35%	\$24,841	35%	\$24,841	35%	\$24,841	\$124,205
41		1											
42	TOTAL DEVELOPER SALARIES & BENE	FITS		\$95,815		\$95,815		\$95,815		\$95,815		\$95,815	\$479,075
43	TOTAL SALARIES & BENEFITS		2.83	\$146,582	2.83	\$146,582	2.83	\$146,582	2.83	\$146,582	2.83	\$146,582	\$732,912
44	UCA #2												
45 46	HSA #2												

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2						Doc	cument Date: 11/9/21
3	Grantee's Name: BRIDGE Housing Corporation						
5	0 1						
6 7	0	perating Expen	so Dotai				
8	0		Se Detail				
-		Human Services	Human Services	Human Services	Human Services	Human Services	
9		Agency	Agency	Agency	Agency	Agency	TOTAL
10	HSA Expenditure Category TERM	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/226/30/23	7/1/23-6/30/24	7/1/19-6/30/24
11	Rental of Property						
12	Telephone and Office Furniture						
13	Program/Office Supplies	\$2,559	\$5,257	\$10,880	\$7,880	\$7,880	\$34,456
14	Utilities (Electricity, Water, Sewer, Gas, Phone)	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$6,000
15	Printing and Reproduction	\$368	\$368	\$368	\$368	\$368	\$1,840
	Insurance						
	Staff Travel (Local & Out of Town)						
	Law Library						
	Membership/Dues						
20	Rental of Equipment						
21	Senior Right Bulletin						
22	Obsett Taxabalan	\$7.000					
23 24	Staff Training Evaluation Expenses	\$7,000 \$26,000		\$7,000 \$26,000	\$7,000 \$26,000	\$7,000 \$26,000	\$35,000 \$130,000
25	OTHER	φ20,000	φ20,000	φ20,000	φ20,000	φ20,000	φ100,000
25	Language Line/Translation Services						
27	Pangea/AASC Database						
28	Educational Programs						
29	Staff Recognition						
30							
31	TOTAL HSA OPERATING EXPENSE	\$37,127	\$39,825	\$45,448	\$42,448	\$42,448	\$207,296
32							
33	Developer Match Operating Expense						
34	Staff Travel						
35	- Telephone and Furniture	\$865	\$865	\$865	\$865	\$865	\$4,325
	Office Supplies, Postage	* *					
	Printing and Reproduction	\$482		\$482	\$482	\$482	\$2,410
	Program Supplies	\$7,120		\$7,120	\$7,120	\$7,120	\$35,600
39	Staff Travel	\$700	\$700	\$700	\$700	\$700	\$3,500
40	Utilities						
41	Rental of Equipment		<u> </u>				
42	Volunteer Expenses (Receptionist/intake)						
43	Translation Services/Languge Line	\$800	\$800	\$800	\$800	\$800	\$4,000
44	Educational Programs/LCSW/Other Outside Servic	es					
	Evaluation						
	Staff Training						
	Sub-Contractor (NCPHS)						
48		* ****	* ****	* * ***	* * **	** **	
49 50	TOTAL DEVELOPER OPERATING EXPENSE	\$9,967	\$9,967	\$9,967	\$9,967	\$9,967	\$49,835
51	TOTAL OPERATING EXPENSE	\$47,094	\$49,792	\$55,415	\$52,415	\$52,415	\$257,131
52 53	HSA #3						
54							

Appendix A-1 – Services to be Provided Chinatown Community Development Center RAD Housing Support Services at 227 Bay Street July 1, 2019 – June 30, 2024

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
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. Source: California Code of Regulations Title 22, Sec. 7630
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	Chinatown Community Development Center
Low-Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and

	Human Services. This is only to be used by consumers to
	self-identify their income status, not to be used as a means
	test to qualify for the program.
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.
MOHCD	Mayor's Office of Housing and Community Development
MONED	Wayor's Office of Housing and Commanity Development
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human
	Services Agency.
Older Adult	Person who is 60 years and older, used interchangeably
	with "senior"
Senior	Person who is 60 years or older, used interchangeably with
	"older adult
SF-HSA	Human Samiaas A sanay of the City and County of San
эг-пэа	Human Services Agency of the City and County of San Francisco.
	Francisco.
RAD	Rental Assistance Demonstration
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).
	107.1 uilougii 107.7).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 227 Bay Street, San Francisco, CA, 94133. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

• Low-income

- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco and
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 227 Bay Street, San Francisco, CA, 94133, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

- 1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with

conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.

- iv. Community Engagement:
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
- 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
- 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
- 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 5. Grantee will hire, train, and supervise 1 FTE (leveraged and/or grant funded) to provide services.
- 6. Grantee will ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
- 7. Grantee will ensure that units of service provided are tracked and distinguishable.
- 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
- 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

- 1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- 2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
- 3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

On an annual basis, Grantee will meet the following outcome objectives:

1. At least 50% of unduplicated tenants participating in the annual survey will feel "strongly" or "very strongly" about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: "How strongly do you feel about being connected and involved in the tenant/resident community at [site]?" The options should be "Very strongly", "Strongly", "Somewhat", "Not at all".

- 2. At least 50% of unduplicated tenants participating in the annual survey will "agree" or "highly agree" that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: "Do you have better access to resources that improve your health and wellness?" The options should be "Highly agree", "Agree", "Neutral", "Disagree", "Highly disagree".
- 3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

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 grantee's database.
- 2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "strongly" or "very strongly" when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "agree" or "highly agree" when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.

- 3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
- 5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
- 6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
- Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10th (June-December data) and July 10th (January-June data).
- 8. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
- 9. Grantee will 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.
- 10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio.Duenas@sfgov.org Contract Manager, Office of Contract Management Human Services Agency

or

Hanna.Teferi@sfgov.org Administrative Analyst, Office of Community Partnerships Department of Disability and Aging Services

X. Monitoring Activities

A. <u>Program Monitoring</u>: 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, 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 Security Awareness Training; review of 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 VI and VII, 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.

B. <u>Fiscal Compliance and Contract Monitoring</u>: 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.

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3	HUMAN SERVICES AGENC			MMARY									I
4		BY PRO	GRAM										
5	Grantee's Name:					Grant Term:							I
6	Chinatown Community Development Center					July 1, 2019 - Jur	ne 30, 2024						I
7	(Check One) New Renewal Modi	fication X											
8	If modification, Effective Date of Mod. 7/1/21												l
	Program: Rental Assistance Housing Suppor	t Services - 227 E	Bay										
10	Budget Reference Page No.(s)			714/04 0/00/00	711/04 0/00/00	714 104 0100100	714/00 0/00/00	714100 0100100	7/4/00 0/00/00	714/00 0/00/04	714 100 0100 10 4	714 100 0100104	TOTAL
	Dec	7/4/40 0/00/00	7/4/00 0/00/04	7/1/21-6/30/22 Current	7/1/21-6/30/22 Modification	7/1/21-6/30/22 Revised	7/1/22-6/30/23 Current	7/1/22-6/30/23 Modification	7/1/22-6/30/23 Revised	7/1/23-6/30/24 Current	7/1/23-6/30/24 Modification	7/1/23-6/30/24 Revised	7/4/40 0/00/04
11	Program Term Human Services Agency Expenditures	7/1/19-6/30/20	7/1/20-6/30/21	Current	wooncation	Revised	Current	wooncation	Revised	Current	wooncation	Revised	7/1/19-6/30/24
12	Salaries & Benefits	\$38.539	\$40.090	\$40.090	\$3.563	\$43.653	\$40.090	\$3.563	\$43.653	\$40.090	\$3.563	\$43.653	\$209.587
	Operating Expense	\$38,539	\$40,090	\$40,090	-1.034	\$43,653	\$40,090	-1,034	\$43,653	\$40,090	-1,034	\$43,653	\$209,587
	Capital Expenditure	ψ0,431	ψ0,310	ψ0,310	-1,034	ψ1,210	ψ0,010	-1,034	ψ1,210	ψ0,310	-1,004	ψι,210	ψ00,000
	Subtotal	\$46,990	\$48,400	\$48,400	\$2,528	\$50,928	\$48,400	\$2,528	\$50,928	\$48,400	\$2,528	\$50,928	\$248,175
17	Indirect Percentage (%)	15%	15%	15%	-2%	13%	15%	-2%	13%	15%	-2%	13%	14%
	Indirect Cost (Line 16 X Line 17)	\$7,049	\$7,260	\$7,260	-2 %	\$6,402	\$7,260	-2 %	\$6,402	\$7,260	-2 %	\$6,402	\$33,514
	Total HSA Expenditures	\$54,039	\$55,660	\$55,660	\$1,670	\$57,330	\$55,660	\$1,670	\$57,330	\$55,660	\$1,670	\$57,330	\$281,689
20	Developer Match Expenditures	\$04,000	\$00,000	\$00,000	\$1,070	\$01,000	400,000	\$1,010	<i>\\</i> 01,000	\$00,000	\$1,010	\$01,000	\$201,000
-	Salaries & Benefits	\$56.322	\$56.322	\$56,322	\$63.008	\$119,330	\$56.322	\$63,008	\$119,330	\$56.322	\$63.008	\$119,330	\$470.636
_	Operating Expense	\$8,700	\$8,700	\$8,700	\$03,000	\$8.700	\$8,700	\$00,000	\$8,700	\$8,700	\$00,000	\$8.700	\$43,500
	Capital Expenditure	\$0,700	φ0,700	φ0,700	ψŪ	40,700	\$0,700	φU	φ0,700	φ0,700	ψυ	φ0,700	φ43,300
	Subtotal	\$65,022	\$65,022	\$65,022	\$63,008	\$128,030	\$65,022	\$63,008	\$128,030	\$65,022	\$63,008	\$128,030	\$514,136
-	Indirect Percentage (%)												
25	Indirect Cost (Line 16 X Line 17)	15% \$9,753	15% \$9,753	15% \$9,753	0% \$9,451	15% \$19,205	15% \$9,753	0% \$9,451	<u>15%</u> \$19,205	15% \$9,753.30	0% \$9,451	15% \$19,205	15% \$77,120
27	Total Developer Expenditures	\$74,775	\$74,775	\$74,775	\$72,460	\$147,235	\$74,775	\$72,460	\$147,235	\$74,775	\$72,460	\$147,235	\$591,256
28 29	Total HSA and Developer Expenditures	\$128,814	\$130,435	\$130,435	\$74,130	\$204 ECE	\$130,435	\$74,130	\$204,565	\$130,435	\$74,130	\$204 ECE	¢070.045
-		\$120,014	\$130,435	\$130,435	\$74,130	\$204,565	\$130,435	\$74,130	\$204,303	\$130,435	\$74,130	\$204,565	\$872,945
30	HSA Revenues												
31 32	Local General Fund	\$54,039	\$55,660	\$55,660	\$1,670	\$57,330	\$55,660	\$1,670	\$57,330	\$55,660	\$1,670	\$57,330	\$281,689
32													
33													'
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36													i
37		İ	1										1
38													
39	TOTAL HSA REVENUES	\$54,039	\$55,660	\$55,660	\$1,670	\$57,330	\$55,660	\$1,670	\$57,330	\$55,660	\$1,670	\$57,330	\$281,689
40	Developer Revenues		,	,,	. ,	,					. ,		
41	Developer Match Funds	\$74,775	\$74,775	\$74,775	\$72,460	\$147,235	\$74,775	\$72,460	\$147,235	\$74,775	\$72,460	\$147,235	\$591,256
42	•				. ,	. ,===		,	. ,===		. ,	. ,===	
43													
44													
45	Total Developer Revenues	\$74,775	\$74,775	\$74,775	\$72,460	\$147,235	\$74,775	\$72,460	\$147,235	\$74,775	\$72,460	\$147,235	\$591,256
46	Total Revenues	\$128,814	\$130,435	\$130,435	\$74,130	\$204,565	\$130,435	\$74,130	\$204,565	\$130,435	\$74,130	\$204,565	\$872,945
47	Full Time Equivalent (FTE)	1.10	1.13	1.13	0.72	1.85	1.13	0.72	1.85	1.13	0.72	1.85	
49	Prepared by: Wai Ching Kwan		Telephone No. 4	15-984-1459									Date 11/5/2018
50	HSA-CO Review Signature:		·										
51				•									
51	N9A #1												
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2 3												Docum	ent Date: 11/7/2021
4	Grantee's Name: Chinatown Community	y Development	Center										
5 6													
7				Salarios	& Bon	efits Detai							
8				Galaries		iento Detai							
9													
10				Human Services Agency		Human Services Agency		Human Services Agency		Human Services Agency		nan Services Agency	TOTAL
11				19-6/30/20		20-6/30/21		/21-6/30/22		22-6/30/23	7/	1/23-6/30/24	7/1/19-6/30/24
12	POSITION TITLE	Annual Salary	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	
13	Senior Resident Services Coordinator	\$62,670	0.43	\$27,211	0.47	\$29,696	0.47	\$29,455	0.47	\$29,455	0.47	\$29,455	\$145,272
14	Resident Services Supervisor	\$72,010	0.02	\$1,336	0.00	\$0	0.04	\$2,880	0.04	\$2,880	0.04	\$2,880	\$9,978
15													
16									_				
17													
18													
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21													
22		\$134,680											
23	TOTALS		0.45	\$28,548	0.47	\$29,696	0.51	\$32,335	0.51	\$32,335	0.51	\$32,335	\$155,250
24 25													
26	EMPLOYEE FRINGE BENEFITS		35%	\$9,992	35%	\$10,394	35%	\$11,317	35%	\$11,317	35%	\$11,317	\$54,337
27			0070	<i>\\</i> 0,002	0070	\$10,004	0070	φ11,011	0070	ψ11,011	0070	ψ11,017	4 04,001
28													
	TOTAL HSA SALARIES & BENEFITS			\$38,539		\$40,090		\$43,653		\$43,653		\$43,653	\$209,587
30													
31	DEVELOPER MATCH POSITION TITLE	1											
32													\$0
33	Senior Resident Services Coordinator	\$62,670		\$21,370	0.34	\$21,370	0.53	\$33,215	0.53	\$33,215	0.53	\$33,215	\$142,385
	Intensive Case Manager	\$63,045		\$14,250	0.23	\$14,250	0.40	\$25,218	0.40	\$25,218	0.40	\$25,218	\$104,154
	Supervisor	\$72,010	0.08	\$6,100	0.08	\$6,100	0.36	\$25,924	0.36	\$25,924	0.36	\$25,924	\$89,971
	RAD Manager	\$80,725					0.05	\$4,036	0.05	\$4,036	0.05	\$4,036	\$12,109
37													\$0
38	TOTALS		0.65	\$41,720	0.65	\$41,720	1.34	\$88,393	1.34	\$88,393	1.34	\$88,393	\$348,619
39										_			
	EMPLOYEE FRINGE BENEFITS		35%	\$14,602	35%	\$14,602	35%	\$30,938	35%	\$30,938	35%	\$30,938	\$122,017
41				AC		AF		A		A / /		A	
	TOTAL DEVELOPER SALARIES & BEN	IEFITS		\$56,322		\$56,322		\$119,330		\$119,330		\$119,330	\$470,636
	TOTAL SALARIES & BENEFITS		1.10	\$94,861	1.13	\$96,412	1.85	\$162,983	1.85	\$162,983	1.85	\$162,983	\$680,223
44 45	HSA #2												
46													

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2						Docume	ent Date: 11/7/2021	
4	Grantee's Name: Chinatown Community Developme	nt Center						
5 6								
7	Operating Expense Detail							
8	ſ	llen on des						
9		Human Services Agency	TOTAL					
10	HSA Expenditure Category TERM	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	7/1/19-6/30/24	
11	Rental of Property	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$6,000	
12	Telephone and Office Furniture	\$809	\$1,200	\$820	\$820	\$820	\$4,469	
13	Program/Office Supplies	\$700	\$900	\$700	\$700	\$700	\$3,700	
14	Utilities (Electricity, Water, Sewer, Gas, Phone)							
15	Printing and Reproduction							
16	Insurance							
17	Staff Travel (Local & Out of Town)	\$242	\$10	\$56	\$56	\$56	\$419	
18	Law Library							
19	Membership/Dues							
20	Rental of Equipment							
21	Senior Right Bulletin							
22								
23 24	Staff Training							
25	OTHER							
26	Tenant Activities	\$5,500	\$5,000	\$4,500	\$4,500	\$4,500	\$24,000	
27								
28 29								
30								
31	TOTAL HSA OPERATING EXPENSE	\$8,451	\$8,310	\$7,276	\$7,276	\$7,276	\$38,588	
32								
33	Developer Match Operating Expense							
34	Staff Travel	\$500	\$500	\$500	\$500	\$500	\$2,500	
35	Telephone and Furniture	\$500	\$500	\$500	\$500	\$500	\$2,500	
36	Office Supplies, Postage	\$500	\$500	\$500	\$500	\$500	\$2,500	
	Printing and Reproduction							
	Program Supplies	\$500	\$500	\$500	\$500	\$500	\$2,500	
	Law Library							
40	- Membership/Dues							
41	- Rental of Equipment							
	Volunteer Expenses (Receptionist/intake)							
43	Translation Services/Languge Line	\$500	\$500	\$500	\$500	\$500	\$2,500	
44	Tenant Actvities	\$4,200	\$4,200	\$4,200	\$4,200	\$4,200	\$21,000	
45	Charting							
46	Staff Training	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$10,000	
47	Sub-Contractor							
48								
49	TOTAL DEVELOPER OPERATING EXPENSE	\$8,700	\$8,700	\$8,700	\$8,700	\$8,700	\$43,500	
50 51	TOTAL OPERATING EXPENSE	\$17,151	\$17,010	\$15,976	\$15,976	\$15,976	\$82,088	
52 53	HSA #3		·			·		
53 54								

Appendix A-1 – Services to be Provided Chinatown Community Development Center RAD Housing Support Services at 990 Pacific Avenue July 1, 2019 – June 30, 2024

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
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. Source: California Code of Regulations Title 22, Sec. 7630
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	Chinatown Community Development Center
Low-Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and

	Human Services. This is only to be used by consumers to						
	self-identify their income status, not to be used as a means						
	test to qualify for the program.						
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.						
MOHCD	Mayor's Office of Housing and Community Development						
MONCD	Mayor's Office of Housing and Community Development						
OCP	Office of Community Partnerships						
OCM	Office of Contract Management, San Francisco Human						
0000	Services Agency.						
Older Adult	Person who is 60 years and 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.						
RAD	Rental Assistance Demonstration						
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).						

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 990 Pacific Avenue, San Francisco, CA, 94133. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

• Low-income

- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco and
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 990 Pacific Avenue, San Francisco, CA, 94133, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

- 1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with

conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.

- iv. Community Engagement:
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
- 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
- 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
- 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 5. Grantee will hire, train, and supervise 2 FTE (leveraged and/or grant funded) to provide services.
- 6. Grantee will ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
- 7. Grantee will ensure that units of service provided are tracked and distinguishable.
- 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
- 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

- 1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- 2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
- 3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

On an annual basis, Grantee will meet the following outcome objectives:

1. At least 50% of unduplicated tenants participating in the annual survey will feel "strongly" or "very strongly" about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: "How strongly do you feel about being connected and involved in the tenant/resident community at [site]?" The options should be "Very strongly", "Strongly", "Somewhat", "Not at all".

- 2. At least 50% of unduplicated tenants participating in the annual survey will "agree" or "highly agree" that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: "Do you have better access to resources that improve your health and wellness?" The options should be "Highly agree", "Agree", "Neutral", "Disagree", "Highly disagree".
- 3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

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 grantee's database.
- 2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "strongly" or "very strongly" when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "agree" or "highly agree" when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.

- 3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
- 5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
- 6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
- Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10th (June-December data) and July 10th (January-June data).
- 8. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
- 9. Grantee will 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.
- 10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Rocio.Duenas@sfgov.org Contract Manager, Office of Contract Management Human Services Agency

or

Hanna.Teferi@sfgov.org Administrative Analyst, Office of Community Partnerships Department of Disability and Aging Services

X. Monitoring Activities

A. <u>Program Monitoring</u>: 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, 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 Security Awareness Training; review of 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 VI and VII, 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.

B. <u>Fiscal Compliance and Contract Monitoring</u>: 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.
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1	В	C	D	L	1	9	11	1	5	K	App	endix B-1, Page 1
2											Document	t Date: 11/7/2021
3 HUMAN SERVICES AGE												
4	BY PRO		SOWIWART									
	DIFRO	GRAIN										
5 Grantee's Name:					Grant Term:							
6 Chinatown Community Development Ce	nter				July 1, 2019 - Jun	e 30, 2024						
7 (Check One) New Renewal					•							
8 If modification, Effective Date of Mod. 7/1/2	21 No. of Mod. 1											
9 Program: Rental Assistance Housing Su	pport Services - 9	990 Pacific										
10 Budget Reference Page No.(s)												TOTAL
			7/1/21-6/30/22	7/1/21-6/30/22	7/1/21-6/30/22	7/1/22-6/30/23	7/1/22-6/30/23	7/1/22-6/30/23	7/1/23-6/30/24	7/1/23-6/30/24	7/1/23-6/30/24	TOTAL
11 Program Term	7/1/19-6/30/20	7/1/20-6/30/21	Current	Modification	Revised	Current	Modification	Revised	Current	Modification	Revised	7/1/19-6/30/24
12 Human Services Agency Expenditures												
13 Salaries & Benefits	\$53,218	\$55,655	\$55,655	\$2,665	\$58,320	\$55,655	\$2,665	\$58,320	\$55,655	\$2,665	\$58,320	\$283,832
14 Operating Expense	\$8,809		\$8,666	\$1,520	\$10,186	\$8,666	\$695	\$9,361	\$8,666	\$695	\$9,361	
15 Capital Expenditure												
16 Subtotal	\$62,028	\$64,321	\$64,321	\$4,185	\$68,506	\$64,321	\$3,360	\$67,681	\$64,321	\$3,360	\$67,681	\$330,215
17 Indirect Percentage (%)	15%	15%	15%	-2%	13%	15%	-2%	13%	15%	-2%	13%	14%
18 Indirect Cost (Line 16 X Line 17)	\$9,304	\$9,648	\$9,648	-\$1,037	\$8,611	\$9,648	-\$1,141	\$8,507	\$9,648	-\$1,141	\$8,507	\$44,578
19 Total HSA Expenditures	\$71,332	\$73,969	\$73,969	\$3,148	\$77,117	\$73,969	\$2,219	\$76,188	\$73,969	\$2,219	\$76,188	\$374,794
20 Developer Match Expenditures		. ,		,						· · ·		
21 Salaries & Benefits	\$120,960	\$120,960	\$120,960	\$19,358	\$140,318	\$120,960	\$19,358	\$140,318	\$120,960	\$19,358	\$140,318	\$662,874
22 Operating Expense	\$30,668	\$30,668	\$30,668	\$0	\$30,668	\$30.668	\$1,000	\$31.668	\$30,668	\$1,000	\$31,668	
23 Capital Expenditure	<i>\\\\\\\\\\</i>	\$00,000	\$00,000	ţ,	\$00,000	<i>\\\\\\\\\\\\\</i>	\$1,000	¢01,000	\$00,000	\$1,000	\$01,000	¢100,000
24 Subtotal	\$151,628	\$151,628	\$151,628	\$19,357	\$170,985	\$151,628	\$20,357	\$171,985	\$151,628	\$20,357	\$171,985	\$818,211
25 Indirect Percentage (%)	15%	15%	15%	0%	15%	15%	0%	15%	15%	0%	15%	15%
26 Indirect Cost (Line 16 X Line 17)	\$22.744	\$22,744	\$22,744	\$2,904	\$25,648	\$22,744	\$3,054	\$25,798	\$22,744.20	\$3,054	\$25,798	\$122,732
27 Total Developer Expenditures	\$174,372	\$174,372	\$174,372	\$22,261	\$196,633	\$174,372	\$23,411	\$197,783	\$174,372	\$23,411	\$197,783	\$940,943
28	ψ114,012	ψ114,012	ψ114,012	ψ22,201	\$100,000	ψ114,012	φ20,411	<i>\\</i> 101,100	ψ114,072	φ20,411	\$101,100	\$040,040
29 Total HSA and Developer Expenditures	\$245,704	\$248,341	\$248,341	\$25,408	\$273,750	\$248,341	\$25,630	\$273,971	\$248,341	\$25,630	\$273,971	\$1,315,737
30 HSA Revenues	φ2+3,70+	φ2+0,0+1	ψ240,041	ψ23,400	ψ210,100	ψ240,041	ψ20,000	ψ210,011	ψ240,041	ψ20,000	ψ210,011	φ1,010,707
31 Local General Fund	\$71.332	\$73,969	\$73.969	\$3.148	\$77.117	\$73,969	\$2.219	\$76,188	\$73,969	\$2,219	\$76,188	\$374,794
32 Local General Fund	\$71,332	\$73,909	\$73,909	\$3,140	\$77,117	\$73,909	\$2,219	\$70,100	\$73,909	\$Z,Z19	\$70,100	\$374,794
33												
34	1											
35		l										
36												
37												
38												L
39 TOTAL HSA REVENUES	\$71,332	\$73,969	\$73,969	\$3,148	\$77,117	\$73,969	\$2,219	\$76,188	\$73,969	\$2,219	\$76,188	\$374,794
40 Developer Revenues												
41 Developer Match Funds	\$174,372	\$174,372	\$174,372	\$22,261	\$196,633	\$174,372	\$23,411	\$197,783	\$174,372	\$23,411	\$197,783	\$940,943
42												
43												
44												
45 Total Developer Revenues	\$174,372	\$174,372	\$174,372	\$22,261	\$196,633	\$174,372	\$23,411	\$197,783	\$174,372	\$23,411	\$197,783	\$940,943
46 Total Revenues	\$245,704	\$248,341	\$248,341	\$25,408	\$273,750	\$248,341	\$25,630	\$273,971	\$248,341	\$25,630	\$273,971	\$1,315,737
47 Full Time Equivalent (FTE)	2.12	2.22	2.22	0.13	2.35	2.22	0.13	2.35	2.22	0.13	2.35	
49 Prepared by: Wai Ching Kwan		Telephone No. 4	15-984-1459									Date 11/1/2018
50 HSA-CO Review Signature:												
51 HSA #1												
52												

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2												Document I	Date: 11/7/2021
4	Grantee's Name: Chinatown Co	mmunity Develo	pment (Center									
5 6													
7				Salaries &	Rene	fits Detail							
8				Galaries a	Dene	nto Detan							
9													
10				an Services Agency		an Services Agency		an Services Agency		an Services Agency		an Services Agency	TOTAL
11				/19-6/30/20		/20-6/30/21		/21-6/30/22		/22-6/30/23		/23-6/30/24	7/1/19-6/30/24
12	POSITION TITLE	Annual Salary	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	
13	Supervisor	\$72,010	0.09	\$6,555	0.10	\$7,558	0.15	\$10,802	0.15	\$10,802	0.15	\$10,802	\$46,517
15	Resident Services Coordinator	\$53,997	0.55	\$32,866	0.62	\$33,668	0.60	\$32,398	0.60	\$32,398	0.60	\$32,398	\$163,729
16													
17													
18													
19													
20													
21													
22		\$126,007											
23	TOTALS		0.64	\$39,421	0.73	\$41,226	0.75	\$43.200	0.75	\$43,200	0.75	\$43.200	\$210,246
24			0.01	<i>\</i>	0.10	<i><i><i></i></i></i>	0.10	¢ 10,200	0.10	÷ 10,200	0.10	¢ 10,200	<i>Q210,210</i>
25		_											
26 27	EMPLOYEE FRINGE BENEFITS	5	35%	\$13,797	35%	\$14,429	35%	\$15,120	35%	\$15,120	35%	\$15,120	\$73,586
28											1		
29	TOTAL HSA SALARIES & BEN	EFITS		\$53,218		\$55,655		\$58,320		\$58,320		\$58,320	\$283,832
30													
31	DEVELOPER MATCH POSITIO	N TITLE											
32	Resident Services Coordinator	\$47,489	0.00	\$0	0.00	\$0	0.00	\$0	0.00	\$0	0.00	\$0	\$0
33	Resident Services Associate	\$44,544	0.15	\$6,682	0.15	\$6,682	0.00	\$0	0.00	\$0	0.00	\$0	\$13,363
34	Resident Services Coordinator	\$53,997	0.50	\$26,890	0.50	\$26,890	0.40	\$21,599	0.40	\$21,599	0.40	\$21,599	\$118,577
35	Intensive Case Manager	\$63,045	0.50	\$31,350	0.50	\$31,350	0.60	\$37,827	0.60	\$37,827	0.60	\$37,827	\$176,181
36	Supervisor	\$72,010	0.34	\$24,678	0.34	\$24,678	0.45	\$32,405	0.45	\$32,405	0.45	\$32,405	\$146,570
37	RAD Manager	\$80,725					0.15	\$12,109	0.15	\$12,109	0.15	\$12,109	\$36,326
38	TOTALS		1.49	\$89,600	1.49	\$89,600	1.60	\$103,939	1.60	\$103,939	1.60	\$103,939	\$491,018
39		i											
40	EMPLOYEE FRINGE BENEFITS	3	35%	\$31,360	35.0%	\$31,360	35%	\$36,379	35%	\$36,379	35%	\$36,379	\$171,856
41					· · · ·								
42	TOTAL DEVELOPER SALARIES	S & BENEFITS		\$120,960		\$120,960		\$140,318		\$140,318		\$140,318	\$662,874
43	TOTAL SALARIES & BENEFITS	6	2.12	\$174,179	2.22	\$176,615	2.35	\$198,637	2.35	\$198,637	2.35	\$198,637	\$946,706
44													
45 46	HSA #2												
40	l												

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1				6		JK	· · ·	Appendix B-1, Page 3
23							Docur	nent Date: 11/7/2021
4	Grantee's Name: Chinatown Community Deve	elopment Center						
5 6								
7		Operating E	Expense	Detai				
8								
9		Human So Agen		Human Services Agency	Human Services Agency	Human Services Agency	Human Services Agency	TOTAL
	HSA Expenditure Category	TERM 7/1/19-6	-	7/1/20-6/30/21	7/1/21-6/30/22	7/1/226/30/23	7/1/23-6/30/24	7/1/19-6/30/24
11	Rental of Property		\$1,530	\$1,530	\$2,300	\$2,000	\$2,000	9,360
12	Telephone and Office Furniture		\$1,000	\$1,000	\$600	\$600	\$600	\$3,800
13	Program/Office Supplies		\$1,800	\$1,800	\$1,200	\$1,000	\$1,000	\$6,800
14	Utilities (Electricity, Water, Sewer, Gas, Phon	e)	\$600	\$600	\$600	\$600	\$600	\$3,000
	Printing and Reproduction							
	Insurance							
17	Staff Travel (Local & Out of Town)		\$220	\$20	\$50	\$50	\$50	\$390
	Law Library							
	Membership/Dues		<u> </u>					
	Rental of Equipment		<u> </u>					
	Senior Right Bulletin							
22								
	Staff Training		\$664	\$150	\$50	\$50	\$50	\$964
	Professional Services /Consultant							
25 26	OTHER Tenant Activities		\$2,995	\$3,566	\$5,386	\$5,061	\$5,061	\$22,069
20			φ <u>2,995</u>	\$3,500		\$5,001		\$22,009
28								
29 30								
	TOTAL HSA OPERATING EXPENSE		\$8,809	\$8,666	\$10,186	\$9,361	\$9,361	\$46,383
32	TOTAL HOA OFERATING EXPENSE		\$0,009	\$0,000	\$10,100	49,301	\$3,301	\$40,505
	Developer Match Operating Expense							
	Rental of Property		\$4,000	\$4,000	\$4,000	\$4,300	\$4,300	\$20,600
	Staff Travel		\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$5,000
	Telephone and Furniture		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$7,500
	Office Supplies, Postage		\$1,000	\$1,000	\$1,000	\$1,300	\$1,300	\$5,600
	Printing and Reproduction							
	Program Supplies		\$1,168	\$1,168	\$1,168	\$1,168	\$1,168	\$5,838
	Law Library							
	Membership/Dues		<u> </u>					
	Rental of Equipment							
	Volunteer Expenses (Receptionist/intake)							
	Translation Services/Language Line		\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$5,000
	Tenant Activities	:	\$13,000	\$13,000	\$13,000	\$13,400	\$13,400	\$65,800
	Charting							
	Staff Training		\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$10,000
	Professional Services /Consultant		\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$30,000
49								
50 51	TOTAL DEVELOPER OPERATING EXPENS	E	\$30,668	\$30,668	\$30,668	\$31,668	\$31,668	\$155,338
52	TOTAL OPERATING EXPENSE	:	\$39,477	\$39,333	\$40,854	\$41,029	\$41,029	\$201,721
53 54	HSA #3							
	*							

Appendix A-1– Services to be Provided Glide Community Housing, Inc. RAD Housing Support Services at 350 Ellis Street July 1, 2019 – June 30, 2024

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
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. Source: California Code of Regulations Title 22, Sec. 7630
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	Glide Community Housing, Inc.
Low-Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and

	Human Services. This is only to be used by consumers to
	self-identify their income status, not to be used as a means
	test to qualify for the program.
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.
MOHCD	Mayor's Office of Housing and Community Development
O C D	
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human
	Services Agency.
Older Adult	Person who is 60 years and older, used interchangeably
older Hadit	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.
RAD	Rental Assistance Demonstration
INAD	Kental Assistance Demonstration
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).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 350 Ellis Street, San Francisco, CA, 94102. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

• Low-income

- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco and
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 350 Ellis Street, San Francisco, CA, 94102, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

- 1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with

conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.

- iv. Community Engagement:
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
- 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
- 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
- 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 5. Grantee will hire, train, and supervise 1.25 FTE (leveraged and/or grant funded) to provide services.
- 6. Grantee will ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
- 7. Grantee will ensure that units of service provided are tracked and distinguishable.
- 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
- 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

- 1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- 2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
- 3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

On an annual basis, Grantee will meet the following outcome objectives:

1. At least 50% of unduplicated tenants participating in the annual survey will feel "strongly" or "very strongly" about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: "How strongly do you feel about being connected and involved in the tenant/resident community at [site]?" The options should be "Very strongly", "Strongly", "Somewhat", "Not at all".

- 2. At least 50% of unduplicated tenants participating in the annual survey will "agree" or "highly agree" that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: "Do you have better access to resources that improve your health and wellness?" The options should be "Highly agree", "Agree", "Neutral", "Disagree", "Highly disagree".
- 3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

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 grantee's database.
- 2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "strongly" or "very strongly" when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "agree" or "highly agree" when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.

- 3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
- 5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
- 6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
- Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10th (June-December data) and July 10th (January-June data).
- 8. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
- 9. Grantee will 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.
- 10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

Tara.Alvarez@sfgov.org Contract Manager, Office of Contract Management Human Services Agency

or

<u>Hanna.Teferi@sfgov.org</u> Administrative Analyst, Office of Community Partnerships Department of Disability and Aging Services

X. Monitoring Activities

A. <u>Program Monitoring</u>: 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, 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 Security Awareness Training; review of 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 VI and VII, 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.

B. <u>Fiscal Compliance and Contract Monitoring</u>: 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.

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2													Date: 11/01/2021
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4				HUN	MAN SERVICES	AGENCY CONT	RACT BUDGE	TSUMMARY					
5													
6	Contractor's Name												
	Glide Community Housing												
	(Check One) New Renewal X	Modification											
	If modification, Effective Date of Mod. 07/2020	 No. of Mod. 1											
	Program: 350 Ellis - Rental Assistance Demon												TOTAL
_	Budget Reference Page No.(s)												
12	Program Term	7/1/19-6/30/20	7/1/20-6/30/21		7/1/21-6/30/22			7/1/22-6/30/23			7/1/23-6/30/24		7/1/19-6/30/24
13				Original	Modifcation	Revised	Original	Modification	Revised	Original	Modification	Revised	Grand Total
14	Human Services Agency Expenditures												
15	Salaries & Benefits	\$53,150	\$47,532	\$59,561	\$1,128	\$60,689	\$59,561	\$1,128	\$60,689	\$59,561	\$1,128	\$60,689	\$282,748
16	Operating Expense	\$10,060	\$17,574	\$5,229	\$7,234	\$12,463	\$5,229	\$2,770	\$7,999	\$5,229	\$2,770	\$7,999	\$56,095
17	Capital Expenditure												
18	Subtotal	\$63,210	\$65,106	\$64,790	\$8,362	\$73,152	\$64,790	\$3,898	\$68,688	\$64,790	\$3,898	\$68,688	\$338,843
19	Indirect Percentage (%)	12%	12%	12%	12%	12%	12%	12%	12%	12%	12%	12%	12%
20	Indirect Cost (Line 16 X Line 17)	\$7,585	\$7,813	\$7,775	\$1,003	\$8,778	\$7,775	\$468	\$8,243	\$7,775	\$468	\$8,243	\$40,661
	Total HSA Expenditures	\$70,795	\$72,919	\$72,565	\$9,365	\$81,930	\$72,565	\$4,365	\$76,930	\$72,565	\$4,365	\$76,930	\$379,504
22	Developer Match Expenditures												
23	Salaries & Benefits	\$64,189	\$68,244	\$70,273	(\$9,584)	\$60,689	\$70,273	(\$9,584)	\$60,689	\$70,273	(\$9,584)	\$60,689	\$314,499
	Operating Expense	\$13,283	\$11,940	\$12,717	\$9,584	\$22,301	\$15,622	\$9,585	\$25,207	\$18,628	\$9,585	\$28,213	\$100,944
	Capital Expenditure												
	Subtotal	\$77,472	\$80,184	\$82,990	5	\$82,990	\$85,895	\$1	\$85,896	\$88,901	\$1	\$88,902	\$415,443
27	Indirect Percentage (%)	12.00%	12.00%	12.00%		12.00%	12.00%	12.00%	12.00%	12.00%	12.00%	12.00%	12.00%
-	Indirect Cost (Line 16 X Line 17)	\$9,297	\$9,622	\$9,959		\$9,959	\$10,307		\$10,307	\$10,668		\$10,668	\$49,853
-	Total Developer Expenditures	\$86,769	\$89,806	\$92,949		\$92,948	\$96,203	\$1	\$96,203	\$99,569	\$1	\$99,570	\$465,296
30	T. (A457 504	A400 705	\$165,514	** ***	A474 070	\$400 TOT		A470.400	\$172,134	6 4 9 9 9	A 4 7 0 5 0 0	*****
_	Total HSA and Developer Expenditures	\$157,564	\$162,725	\$165,514	\$9,365	\$174,878	\$168,767	\$4,366	\$173,133	\$172,134	\$4,366	\$176,500	\$844,800
32	HSA Revenues	AT0 705	470 705			470 505	470 505		470 505	470 505		470 505	*****
33	Local General Fund	\$70,795	\$70,795	\$72,565	* 2.121	\$72,565	\$72,565	** • • • • •	\$72,565	\$72,565	AA 4 A 4	\$72,565	\$359,285
34 35	CODB (Baselined FY 20-21 CODB) CODB FY21-22		\$2,124		\$2,124	\$2,124		\$2,124 \$2,241	\$2,124 \$2,241		\$2,124 \$2,241	\$2,124	\$8,496 \$6,723
-					\$2,241	\$2,241		\$Z,Z4 I	\$2,241		\$Z,241	\$2,241	\$6,723
36	Addback to FY21-22				\$5,000	\$5,000							ຈວ,000
37													
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40													
40	TOTAL HSA REVENUES	\$70,795	\$72,919	\$72,565	\$9,365	\$81,930	\$72,565	\$4,365	\$76,930	\$72,565	\$4,365	\$76,930	\$379,504
42	Developer Revenues	<i>ψι</i> 0,100	ψ12,010	ψ, <u>2</u> ,000	φ0,000	\$ 01,000	ψ1 2,000	φ 1 ,000	¢70,000	ψ, <u>2</u> ,000	φ 1 ,000	φr 0,000	φ010,00 1
43	Developer Match Funds	\$86,769	\$89,806	\$92,949		\$92,948	\$96,203	\$1	\$96,203	\$99,569	\$1	\$99,570	\$465,296
44	····	<i>400,00</i>	400,000	402,0 N		\$02,0 .0	\$00,200	ψı	\$00,200	\$55,555	ţ,	400,010	\$100,200
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_	Total Developer Revenues	\$86,769	\$89,806	\$92,949		\$92,948	\$96,203	\$1	\$96,203	\$99,569	\$1	\$99,570	\$465,296
48	Total Revenues	\$157,564	\$162,725	\$165,514	\$9,365	\$174,878	\$168,768	\$4,366	\$173,133	\$172,134	\$4,366	\$176,500	\$844,800
49	Full Time Equivalent (FTE)	1.75				1.75			1.75			1.75	
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52	HSA-CO Review Signature:												
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10 Made Gee Manager - Part-line Stop	11 Program Manager	\$82,400	0.10	\$7,763	0.10	\$3,633	0.10	\$7,300	\$940	\$8,240	0.10	\$7,300	\$940	\$8,240	0.10	\$7,300	\$940	\$8,240	\$36,116
10 Made Gee Manager - Part-line Stop	12 Lead Case Manager		0.50		0.42		0.50		-\$302		0.50		-\$302					\$25,376	
15 Image 10	13 Lead Case Manager - Part-time		0.25		0.25	\$11,145					0.25								
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36 37 TOTAL SALARIES & BENEFITS 1.75 \$117,339 1.62 \$115,776 1.75 \$129,834 -\$8,457 \$121,377 1.75 \$129,834 -\$8,457 \$121,377 1.75 \$129,834 -\$8,457 \$121,377 1.75 \$129,834 -\$8,457 \$121,377 1.75 \$129,834 -\$8,457 \$121,377 1.75 \$129,834 -\$8,457 \$121,377 1.75 \$129,834 -\$8,457 \$121,377 1.75 \$129,834 -\$8,457 \$121,377 1.75 \$129,834 -\$8,457 \$121,377 \$597,246 38				•		-						-							
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2												nent Date: 11/01/2021
3												
4												
5												
6						Operating Exp	ense Detail					
7												
	Human Services	Human Services		Human Services			Human Services			Human Services		Human Services
8	Agency	Agency		Agency			Agency			Agency		Agency
9				7/1/21-6/30/22			7/1/22-6/30/23			7/1/23-6/30/24		
10 HSA Expenditure Category TEF	RM 7/1/19-6/30/20	7/1/20-6/30/21	Original	Modification	Revised	Original	Modification	Revised	Original	Modification	Revised	7/1/19-6/30/24
11 Rental of Property												
12 Utilities (Elec, Water, Gas, Phone, Scavenger)	\$1,800											\$1,800
13 Office Supplies, Postage	\$2,250	\$3,674	\$2,229	\$1,234	\$3,463	\$2,229	\$770	\$2,999	\$2,229	\$770	\$2,999	\$15,385
14 Building Maintenance Supplies and Repair	·					·						
15 Printing and Reproduction												
16 Insurance		·										
17 Staff Training		·										
18 Staff Travel-(Local & Out of Town)		·										
19 Rental of Equipment		· · · · · · · · · · · · · · · · · · ·										
20 Temporary Services (Front Desk Staff) 21	\$1,500	· · · · · · · · · · · · · · · · · · ·										\$1,500
22 <u>OTHER</u>												
23 Resident Activities	\$3,345	* 2 000	\$3,000	\$3,000	* 2 222	* *****	* **	65 000	\$3,000	* ** ***	A 5 000	\$23,245
24 Consultants/Subcontractors-Nurse	\$3,345	\$3,900 \$10,000	\$3,000	\$3,000	\$6,000 \$3,000	\$3,000	\$2,000	\$5,000	\$3,000	\$2,000	\$5,000	\$23,245
25 Consultants/Subcontractors-Nurse	\$1,105	\$10,000		\$3,000	\$3,000							\$14,105
25		·										
27 TOTAL HSA OPERATING EXPENSE	\$10,060	\$17,574	\$5,229	\$7,234	\$12,463	\$5,229	\$2,770	\$7,999	\$5,229	\$2,770	\$7,999	\$56,095
28	\$10,000	\$17,374	\$3,229	φ1,234	\$12,403	\$3,229	\$2,770	\$7,999	\$3,229	\$2,110	\$7,999	\$30,095
29 Developer Match Operating Expense												
30 Rental of Property												
31 Utilities(Elec, Water, Gas, Phone, Scavenger)	\$679	\$1,800	1,800		1,800	2,806	(1,006)	1,800	2,806	(1,006)	1,800	\$7,879
32 Office Supplies, Postage	\$2.140	\$540	\$540		\$540	\$540	\$1,000	\$1,540	\$1,751	(\$211)	\$1,540	\$6,300
33 Temporary Services (Front Desk Staff)	\$845							÷.,•.+	+.j.+.	(+= /	÷.,•.•	\$845
34 Consultants -Nurse/ IT /Operations Consultant	\$525	\$5,652	3,000	9,000	12,000	4,231	7,769	12,000	5,000	7,000	12,000	\$42,177
35 Insurance												
36 Staff Training	\$7	\$348	348	1,652	\$2,000	348	1,652	\$2,000	348	3,152	\$3,500	\$7,855
37 Staff Travel-(Local & Out of Town)												
38 Rental of Equipment	\$4,088	\$3,600	3,540	60	3,600	3,540	60	3,600	3,540	60	3,600	\$18,488
39 Recruitment	\$2,729			800	800		800	800		1,712	1,712	\$6,041
40												
41 OTHER												
42 Resident Activities	\$2,270		\$3,489	(\$1,928)	\$1,561	\$4,157	(\$690)	\$3,467	\$5,183	(\$1,122)	\$4,061	\$11,359
43												
44												
45 TOTAL DEVELOPER OPERATING EXPENSE	\$13,283	\$11,940	\$12,717	\$9,584	\$22,301	\$15,622	\$9,585	\$25,207	\$18,628	\$9,585	\$28,213	\$100,944
46												
47												
48 TOTAL OPERATING EXPENSE	\$23,343	\$29,514	\$17,946	\$16,818	\$34,764	\$20,851	\$12,355	\$33,206	\$23,857	\$12,355	\$36,212	\$157,039
49												
50 HSA #3												

Appendix A-1 – Services to be Provided HomeRise RAD Housing Support Services at 1750 McAllister Street July 1, 2019 – June 30, 2024

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
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. Source: California Code of Regulations Title 22, Sec. 7630
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	HomeRise
Low-Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and

	Human Services. This is only to be used by consumers to
	self-identify their income status, not to be used as a means
	test to qualify for the program.
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.
MOHCD	Mayor's Office of Housing and Community Development
0.00	
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human
	Services Agency.
Older Adult	Person who is 60 years and older, used interchangeably
Older Maan	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.
RAD	Rental Assistance Demonstration
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).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 1750 McAllister, San Francisco, CA, 94115. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

• Low-income

- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco and
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 1750 McAllister, San Francisco, CA, 94115, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

- 1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with

conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.

- iv. Community Engagement:
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
- 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
- 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
- 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 5. Grantee will hire, train, and supervise 1.25 FTE (leveraged and/or grant funded) to provide services.
- 6. Grantee will ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
- 7. Grantee will ensure that units of service provided are tracked and distinguishable.
- 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
- 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

- 1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- 2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
- 3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

On an annual basis, Grantee will meet the following outcome objectives:

1. At least 50% of unduplicated tenants participating in the annual survey will feel "strongly" or "very strongly" about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: "How strongly do you feel about being connected and involved in the tenant/resident community at [site]?" The options should be "Very strongly", "Strongly", "Somewhat", "Not at all".

- 2. At least 50% of unduplicated tenants participating in the annual survey will "agree" or "highly agree" that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: "Do you have better access to resources that improve your health and wellness?" The options should be "Highly agree", "Agree", "Neutral", "Disagree", "Highly disagree".
- 3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

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 grantee's database.
- 2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "strongly" or "very strongly" when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "agree" or "highly agree" when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.

- 3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
- 5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
- 6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
- Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10th (June-December data) and July 10th (January-June data).
- 8. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
- 9. Grantee will 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.
- 10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

<u>Tara.Alvarez@sfgov.org</u> Contract Manager, Office of Contract Management Human Services Agency

or

Hanna.Teferi@sfgov.org Administrative Analyst, Office of Community Partnerships Department of Disability and Aging Services

X. Monitoring Activities

A. <u>Program Monitoring</u>: 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, 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 Security Awareness Training; review of 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 VI and VII, 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.

B. <u>Fiscal Compliance and Contract Monitoring</u>: 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.

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2												Document Date: 11/4	
3	HUMAN SERVICES AGENC			v									
4	HOMAN SERVICES AGENC	I CONTRACT DO	DOLT SOMMAR	•									
5	Contractor's Name			Contract Term									
6	Homerise (Formerly Commu	unity Housing Partner	rehin)	July 1, 2019 - June 30	2024								
_	(Check One) New Renewal Modifica		amp)	July 1, 2019 - Julie 30	, 2024								
8	If modification, Effective Date of Mod. 11/4/21	No. of Mod.											
9	Program: Rental Assistance Demonstration	- CHP Seniors 1750 N	IcAllister										TOTAL
	•					T			T ()			T 4 4	
	Budget Reference Page No.(s)	74440.000005	711/00 0/00/0	7///04/0/00/07	Modification	Total	74400 040045	Modification	Total	714/00 0/00/5 :	Modification	Total	7440 000/5
11 12	Program Term Human Services Agency Expenditure	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/21-6/30/22	7/1/21-6/30/22	7/1/22-6/30/23	7/1/22-6/30/23	7/1/22-6/30/23	7/1/23-6/30/24	7/1/23-6/30/24	7/1/23-6/30/24	7/1/19-6/30/24
	Salaries & Benefits		6 50.000	647.040	A40.055	004 505	647 040	A40.055	0 04 505	647 040	040 055	004 505	#004 0 f0
	Salaries & Benefits Operating Expense	\$47,910 \$13.887	\$59,336 \$5,906	\$47,910 \$15,433	\$13,655 (\$3,278)	\$61,565 \$12,155	\$47,910 15,433	\$13,655 (9,799)	\$61,565 \$5.634	\$47,910 15,433	\$13,655 (9,799)	\$61,565 \$5.634	\$291,942 \$43,217
	Capital Expenditure	\$13,00 <i>1</i>	\$5,900	\$15,433	(\$3,270)	φ12,100	10,433	(9,799)	\$0,034	15,433	(9,799)	\$3,634	\$43,Z17
	Subtotal	\$61,797	\$65,242	\$63,343	\$10,378	\$73,721	\$63,343	\$3,856	\$67,199	\$63,343	\$3,856	\$67,199	\$335,158
	Indirect Percentage (%)												
	Indirect Cost (Line 16 X Line 17)	15% \$9,269	15% \$9.786	15% \$9.500	15% \$1,558	15% \$11.058	15% \$9.500	15% \$579	15% \$10.080	15% \$9.500	15% \$579	15% \$10.080	15% \$50.274
	Total HSA Expenditures		1.7	1.1.1.1.1.1.1						1 - 7			1 /
30		\$71,066	\$75,028	\$72,843	\$11,936	\$84,779	\$72,843	\$4,436	\$77,279	\$72,843	\$4,436	\$77,279	\$385,431
	HSA Revenues		ATO 0.40			A70.040			*T O O (O			ATO 0.40	* ****
	Local General Fund FY20/21 Baselined CODB	\$71,066	\$72,843	\$72,843	60 405	\$72,843	\$72,843	¢0.405	\$72,843	\$72,843	¢0.405	\$72,843	\$362,438
	FY20/21 Baselined CODB FY21/22 CODB		\$2,185		\$2,185 \$2,251	\$2,185 \$2,251		\$2,185 \$2,251	\$2,185 \$2,251		\$2,185 \$2,251	\$2,185 \$2,251	\$8,740 \$6,753
	Addback				\$7,500	\$2,251		\$2,25 I	\$2,23 I		\$2,251	\$2,231	\$6,753
35	Addback				\$7,500	φ1,500							\$7,500
36													
37													
38													
39	TOTAL HSA REVENUES	\$71,066	\$75,028	\$72,843	\$11,936	\$84,779	\$72,843	\$4,436	\$77,279	\$72,843	\$4,436	\$77,279	\$385,431
40	Developer Revenues												
	Developer Match Funds	\$73,018		\$73,018		\$73,018	\$73,018		\$73,018	\$73,018		\$73,018	\$292,073
42													
43													
44										+			
45	Total Developer Revenues	\$73,018		\$73,018		\$73,018	\$73,018		\$73,018	\$73,018		\$73,018	\$292,073
46	Total Revenues	\$144,084	\$75,028	\$145,861		\$145,861	\$145,861		\$145,861	\$145,861		\$145,861	\$656,696
47	Full Time Equivalent (FTE)												
	Prepared by: Jamie Schecter, Contracts and Ev	aluation Director	Telephone No. (415)8	52-5314									1/22/2020
	HSA-CO Review Signature:												
	HSA #1												
52													

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1 2				1 1																1			A	ppendix B-1, F locument Date	
3																				I	1		IL.	ocument Date	11/4/2021
4	Contractor's Name: Homerise (Formerly Program: Rental Assistance Demonstrat	Community F	Housing Partne niors 1750 Mc/	ership) Allister																					
6																									
7				Salaries 8	Benefits	Detail																			
8																									
9																									
10 11			Human Ser	vices Agency	Human Serv	ces Agency	Human Serv	ices Agency	Human Servio Modific				Human Servi	ces Agency		vices Agency ication			Human Serv	vices Agency					TOTAL
12			7/1/19	-6/30/20	7/1/20-6	/30/21	7/1/21-	6/30/22	7/1/21-6/		To 7/1/21-		7/1/22-6	/30/23		6/30/23	To 7/1/22-		7/1/23-	6/30/24	Modific 7/1/23-6		Tota 7/1/23-6/		7/1/19-6/30/24
13	POSITION TITLE	Annual Salary	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES	
14	Resident Serivce Team Lead	59,321			0.50	29,661.00			0.30	\$17,796	0.30	\$17,796	-	\$0	0.30	\$17,796	0.30	\$17,796	-	\$0	0.30	\$17,796	0.30	\$17,796	\$83,049
15	Assistant Supervisor	47,840	0.10	4,662			0.10	\$4,662	(0.10)	(\$4,662)	0.00	\$0	0.10	\$4,662	(0.10)	(\$4,662)	0.00	\$0	0.10	\$4,662	(0.10)	(\$4,662)	0.00	\$0	\$4,662
	Program Director	85,367							0.03	\$2,721	0.03	\$2,721	-	\$0	0.03	\$2,721	0.03	\$2,721	-	\$0	0.03	\$2,721	0.03	\$2,721	\$8,163
	Resident Services Counselor	40,541	0.31	12,595	0.40	16,216	0.31	\$12,595	0.29	\$12,216	0.60	\$24,811	0.31	\$12,595	0.29	\$12,216	0.60	\$24,811	0.31	\$12,595	0.29	\$12,216	0.60	\$24,811	\$103,244
	Resident Services Manager	71,397	0.24	\$17,076	0.05	3,570	0.24	\$17,076	-0.24	(\$17,076)	0.00	\$0	0.24	\$17,076	-0.24	(\$17,076)			0.24	\$17,076	-0.24	(\$17,076)			\$20,646
	Director of Resident Services								0.01	\$1,117	0.01	\$1,117 \$548			0.01	\$1,117	0.01	\$1,117 \$548			0.01	\$1,117 \$548	0.01	\$1,117	\$3,351
	Chief Operating Officer									\$548	0.01					\$548	0.01				0.01		0.01	\$548	\$1,644
	Program Associate - Contracts Resident Services Training Manager		0.10	\$4,701				\$4,701	0.01	\$575 (\$4,069)	0.01	\$575 \$632		\$4,701	0.01	\$575 (\$4,069)	0.01	\$575 \$632		\$4,701	0.01	\$575 (\$4,069)	0.01	\$575 \$632	\$1,725
	Contracts and Evaluation Director		0.10	\$4,701				\$4,701			0.01		-	\$4,701					-	\$4,701	0.01				
	Strategic Initiatives Manager								0.01	\$827 \$646	0.01	\$827 \$646			0.01	\$827 \$646	0.01	\$827 \$646			0.01	\$827 \$646	0.01	\$827 \$646	\$2,481
	Clinical Services Manager								0.01	\$380	0.01	\$040			0.01	\$380	0.01	\$380			0.01	\$380	0.01	\$380	\$1,938
	TOTALS		0.75	\$39,034	0.95	\$49,447	0.650	\$39,034	0.350	\$380	1.000	\$50,053	0.650	\$39,034	0.350	\$380	1.000	\$50,053	0.650	\$39,034	0.350	\$380	1.000	\$50,053	\$238,640
26 27 28	TOTALO		0.13	400,004	0.35	943,447	0.000	400,004	0.550	ψ11,013	1.000	400,00C	0.000	400,004	0.000	φ11,013	1.000	400,000	0.030	400,004	0.000	ψ11,013	1.000	\$30,033	\$230,040
					1																				
29 30	EMPLOYEE FRINGE BENEFITS		22.7%	\$8,876	20.0%	\$9,889	22.7%	\$8,876	23.9%	\$2,636	23.0%	\$11,512	22.7%	\$8,876	23.9%	\$2,636	23.0%	\$11,512	22.7%	\$8,876	23.9%	\$2,636	23.0%	\$11,512	\$53,302
31					1										-					1					
32	TOTAL HSA SALARIES & BENEFITS			\$47,910	0.95	\$59,336	0.65	\$47,910	0.35	\$13,655	1.00	\$61,565	0.65	\$47,910	0.35	\$13,655	1.00	\$61,565	0.65	\$47,910	0.35	\$13,655	1.00	\$61,565	\$291,942
33																									
34	DEVELOPER MATCH POSITION TITLE	-																						-	
35	Desident Continue Courselos	37.502	0.10	7.868	I		0.46	7 000					0.0	7.000					0.10	7.868				-	\$31.472
	Resident Services Counselor Clinical Case Manager	48.214					0.46	7,868 7,867					0.46	7,868 7,867					0.46						\$31,472
	Resident Services Team Lead	46,214					0.12	\$22,973					0.12	\$22,973					0.12	1					\$31,470 \$91,892
39	Sol noor roam Load	-10,210	0.00	<i>QLL,010</i>			0.00	ψ ε ε,070					0.00	<i>vLL</i> ,010					0.00	Q22,010					Q01,002
40																									
41	TOTALS		0.881	\$38,708			0.881	\$38,708			0.88	\$38,708	0.881	\$38,708			0.88	\$38,708	0.881	\$38,708			0.88	\$38,708	\$154,834
42																									
43	EMPLOYEE FRINGE BENEFITS		30.3%	\$11,735			30.3%	\$11,735			0.30	\$11,735	30.3%	\$11,735			0.30	\$11,735	30.3%	\$11,735			0.30	\$11,735	\$46,939
44													ļ												
45	TOTAL DEVELOPER SALARIES & BEN	IEFITS		\$50,443				\$50,443				\$50,443		\$50,443				\$50,443		\$50,443				\$50,443	\$201,773
46	TOTAL SALARIES & BENEFITS		1.631	\$98,353	0.950	\$59,336	1.531	\$98,353	0.350	\$13,655	1.88	\$112,008	1.531	\$98,353	0.350	\$13,655	1.88	\$112,008	1.531	\$98,353	0.350	\$13,655	1.88	\$112,008	\$493,714
47	HSA #2																								
48 49	пәя #2																								

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1	A B C I	D E F	K I	M	N	0	P Q	R	S	T U	V	W Appendix B-1, Pag	X Y e3
2												Document Date: 1	1/4/2021
	Contractor's Name: Homerise (Formerly Commun	nity Housing Partnershir	0										
5	Program: Rental Assistance Demonstration - CHP	Seniors 1750 McAlliste	r r										
6	Program: Rental Assistance Demonstration - CHP	perating Expense	Detail										
8		poruling Experies	Dotan										
9		Human Services	Human Services Agency	Human Services	Human Services	Human Services			Human Services	Human Services			TOTAL
10		Agency	Agency	Agency	Agency Modificatior	Agency Total	Agency	Agency Modificatior	Agency Total	Agency	Agency Modificatior	Agency Total	TOTAL
		RM 7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/21-6/30/22	7/1/21-6/30/22	7/1/226/30/23	7/1/226/30/23	7/1/226/30/23	7/1/23-6/30/24	7/1/23-6/30/24	7/1/23-6/30/24	7/1/19-6/30/24
	Rental of Property	\$666		\$666	(\$323)	\$343	\$666	(\$323)	\$343	\$666	(\$323)	\$343	\$ 1,695
	Telephone and Office Furniture												
	Program/Office Supplies	\$1,734		\$2,507	(\$2,507)	\$0	\$2,507		\$0	\$2,507	(\$2,507)	\$0	\$ 1,734
	Utilities (Electricity, Water, Sewer, Gas, Phone)	\$2,613	\$842	\$3,386	(\$2,544)	\$842	\$3,386	(\$2,544)	\$842	\$3,386	(\$2,544)	\$842	\$ 5,981
	Printing and Reproduction												
	Insurance	\$322	\$68	\$322	(\$33)	\$289	\$322	(\$33)	\$289	\$322	(\$33)	\$289	\$ 1,257
	Staff Travel (Local & Out of Town)												
	Law Library												
	Membership/Dues				\$1,926	\$1,926		\$1,926	\$1,926		\$1,926	\$1,926	\$ 5,778
	Rental of Equipment	\$3,092		\$3,092	(\$3,092)	\$0	\$3,092	(\$3,092)	\$0	\$3,092	(\$3,092)	\$0	\$ 3,092
	Senior Right Bulletin												
23	Staff Training	\$27	\$833	\$27	(\$27)	\$0	\$27	(\$27)	\$0	\$27	(\$27)	\$0	\$ 860
	Sub-Contractor (NCPHS)	\$2,907		\$2,907	(\$2,907)	\$0	\$2,907		\$0	\$2,907	(\$2,907)	\$0 \$0	\$ 2,907
	OTHER		_										
27	Payroll Expenses	\$174		\$174	(\$174)	\$0	\$174	(\$174)	\$0	\$174	(\$174)	\$0	\$ 174
28	Audit/Accounting		\$1,926							\$0			\$ 1,926
29	Office Equipment Repair (IT Support)	\$2,096	\$328	\$2,096	(\$841)	\$1,255	\$2,096	(\$841)	\$1,255	\$2,096	(\$841)	\$1,255	\$ 6,189
	Organizational Activities (staff)	\$256		\$256	(\$256)	\$0	\$256	(\$256)	\$0	\$256	(\$256)	\$0	\$ 256
	Tenant Projects/Activities				\$7,500	\$7,500		\$979	\$979		\$979	\$979	\$ 9,459
	Pangea/AASC Database Educational Programs		\$1,901										\$ 1,901
34	Staff Recognition		\$8										\$ 8
35													
	TOTAL HSA OPERATING EXPENSE	\$13,887	\$5,906	\$15,433	(\$3,278)	\$12,155	\$15,433	(\$9,799)	\$5,634	\$15,433	(\$9,799)	\$5,634	\$ 43,217
37													
	Developer Match Operating Expense												
	Staff Travel												
	Payroll Expenses	\$512		\$512			\$512			\$512			\$ 2,048
	Audit/Accounting	\$279		\$279			\$279			\$279			\$ 1,116
	Office Equipment Repair (IT Support)	\$1,177		\$1,177			\$1,177			\$1,177			\$ 4,708
	Organizational Activities (staff)	\$256		\$256			\$256			\$256			\$ 1,024
	Insurance (allocated)	\$325		\$325			\$325			\$325			\$ 1,300
	Tenant Projects/Activities	\$9,148		\$9,148			\$9,148			\$9,148			\$ 36,592
	-												
	Office Supplies, Postage	\$1,354		\$1,354			\$1,354			\$1,354			\$ 5,416
	Printing and Reproduction												
	Program Supplies												
	Law Library												
	Membership/Dues												
	Rental of Equipment			·									
	Volunteer Expenses (Receptionist/intake) Translation Services/Languge Line												
	Educational Programs/LCSW/Other Outside Servi Charting	ces											
	Charting Staff Training												
	Staff Training Sub-Contractor (NCPHS)												
59													
60	TOTAL DEVELOPER OPERATING EXPENSE	\$13,051		\$13,051			\$13,051			\$13,051			\$ 13,051
61			AR 0/-		(80.077)	ALA (A				
62 63	TOTAL OPERATING EXPENSE	\$26,938	\$5,906	\$28,484	(\$3,278)	\$12,155	\$28,484	(\$9,799)	\$5,634	\$28,484	(\$9,799)	\$5,634	\$ 56,268
64 65	HSA #3												
00	I												

Appendix A-1 – Services to be Provided HomeRise RAD Housing Support Services at 666 Ellis Street July 1, 2019 – June 30, 2024

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
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. Source: California Code of Regulations Title 22, Sec. 7630
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	HomeRise
Low-Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and

	Human Services. This is only to be used by consumers to
	self-identify their income status, not to be used as a means
	test to qualify for the program.
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.
MOHCD	Mayor's Office of Housing and Community Development
Moned	ind yor 5 office of flousing and community Development
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human
	Services Agency.
Older Adult	Person who is 60 years and 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
SI'-IISA	Francisco.
	Francisco.
RAD	Rental Assistance Demonstration
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).
	107.1 ullougii 107.7).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 666 Ellis Street, San Francisco, CA, 94109. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

• Low-income

- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco and
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 666 Ellis Street, San Francisco, CA, 94109, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

- 1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with

conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.

- iv. Community Engagement:
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
- 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
- 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
- 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 5. Grantee will hire, train, and supervise 1.25 FTE (leveraged and/or grant funded) to provide services.
- 6. Grantee will ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
- 7. Grantee will ensure that units of service provided are tracked and distinguishable.
- 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
- 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

- 1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- 2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
- 3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

On an annual basis, Grantee will meet the following outcome objectives:

1. At least 50% of unduplicated tenants participating in the annual survey will feel "strongly" or "very strongly" about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: "How strongly do you feel about being connected and involved in the tenant/resident community at [site]?" The options should be "Very strongly", "Strongly", "Somewhat", "Not at all".

- 2. At least 50% of unduplicated tenants participating in the annual survey will "agree" or "highly agree" that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: "Do you have better access to resources that improve your health and wellness?" The options should be "Highly agree", "Agree", "Neutral", "Disagree", "Highly disagree".
- 3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

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 grantee's database.
- 2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "strongly" or "very strongly" when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "agree" or "highly agree" when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.

- 3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
- 5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
- 6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
- Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10th (June-December data) and July 10th (January-June data).
- 8. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
- 9. Grantee will 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.
- 10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

<u>Tara.Alvarez@sfgov.org</u> Contract Manager, Office of Contract Management Human Services Agency

or

Hanna.Teferi@sfgov.org Administrative Analyst, Office of Community Partnerships Department of Disability and Aging Services

X. Monitoring Activities

A. <u>Program Monitoring</u>: 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, 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 Security Awareness Training; review of 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 VI and VII, 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.

B. <u>Fiscal Compliance and Contract Monitoring</u>: 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.

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2	Document Date: 11/4/2021												
3	HUMAN SERVICES AGENC	Y CONTRACT BL	JDGET SUMMAR	Y									
4													
5	Contractor's Name			Contract Term									
6	Homerise (Formerly Commu	unity Housing Partne	rshin)	July 1, 2019 - June 30	2024								
_	(Check One) New Renewal Modifica	· ·	isinp/	oury 1, 2010 - bune oo	, 2024								
8	If modification, Effective Date of Mod. 11/4/21 N	No. of Mod.					r				г – – – – – – – – – – – – – – – – – – –		
9	Program: Rental Assistance Demonstration	- CHP Seniors 666 El	llis										TOTAL
10	Budget Reference Page No.(s)				Modification	Revised		Modification	Revised		Modification	Revised	
	Program Term	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/21-6/30/22	7/1/21-6/30/22	7/1/22-6/30/23	7/1/22-6/30/23	7/1/22-6/30/23	7/1/23-6/30/24	7/1/23-6/30/24	7/1/23-6/30/24	7/1/19-6/30/24
12	Human Services Agency Expenditure												
	Salaries & Benefits	\$29,106	\$43,945	\$29,106	\$9,734	\$38,840	\$29,106	\$9,734	\$38,840	\$29,106	\$9,734	\$38,840	\$189,570
	Operating Expense	\$33,397	\$22,043	\$34,958	\$690	\$35,648	34,958	(5,832)	\$29,126	34,958	(5,832)	\$29,126	\$149,340
	Capital Expenditure Subtotal	\$62,503	\$65,988	\$64,064	\$10,424	\$74,488	\$64,064	\$3,902	\$67,966	\$64.064	\$3,902	\$67,966	\$338,910
	Indirect Percentage (%)												
	Indirect Cost (Line 16 X Line 17)	15% \$9,375	15% \$9.898	15% \$9,610	15% \$1,564	15% \$11,173	15% \$9.610	<u>15%</u> \$585	15% \$10.195	15% \$9.610	15% \$585	15% \$10.195	15% \$50.836
	Total HSA Expenditures	\$71,878	\$75,886	\$9,010	\$1,987	\$85,661	\$73,674	\$4,487	\$78,161	\$73,674	\$385	\$78,161	\$389,746
20	Developer Match Expenditures	÷,570	÷. 0,000	<i></i> ,	¢,cor	\$00,001	÷. 0,074	÷.,.01	¢. 0,101	÷. 0,014	÷.,.01	¢. 0, 01	2000,140
21	Salaries & Benefits	\$56,984		\$56,984		\$56,984	\$56,984		\$56,984	\$56,984		\$56,984	\$227,935
22	Operating Expense	\$12,947		12,947		\$12,947	12,947		\$12,947	12,947		\$12,947	\$51,786
	Capital Expenditure												
	Subtotal	\$69,930		\$69,930		\$69,930	\$69,930		\$69,930	\$69,930		\$69,930	\$279,721
	Indirect Percentage (%)	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	
	Indirect Cost (Line 16 X Line 17)	\$10,490		\$10,490		\$10,490	\$10,490		\$10,490	\$10,490		\$10,490	\$41,958
27 28	Total Developer Expenditures	\$80,420		\$80,420		\$80,420	\$80,420		\$80,420	\$80,420		\$80,420	\$321,680
	Total HSA and Developer Expenditures	\$152,298	\$75,886	\$154,093	\$11,987	\$166,081	\$154,093	\$4,487	\$158,580	\$154,093	\$4,487	\$158,580	\$711,426
30	HSA Revenues	ψ152,230	\$13,000	ψ104,085	ψ11,507	\$100,001	\$10 4 ,080	ψ 1 ,407	φ130,300	ψ10 4 ,095	φ4,407	\$150,500	\$711,420
	Local General Fund	\$71,878	\$73,676	\$73,674		\$73,674	\$73,674		\$73,674	\$73,674		\$73,674	\$366,575
	FY20/21 Baselined CODB	¢11,010	\$2,210	¢10,011	\$2,210	\$2,210	\$10,011	\$2,210	\$2,210	¢10,011	\$2,210	\$2,210	\$8,840
	FY21/22 CODB				\$2,277	\$2,277		\$2,277	\$2,277		\$2,277	\$2,277	\$6,831
	Addback				\$7,500	\$7,500							\$7,500
35 36													
36													
38													
39	TOTAL HSA REVENUES	\$71,878	\$75,886	\$73,674	\$11,987	\$85,661	\$73,674	\$4,487	\$78,161	\$73,674	\$4,487	\$78,161	\$389,746
40	Developer Revenues									1 1997			
	Developer Match Funds	\$80,420		\$80,420		\$80,420	\$80,420		\$80,420	\$80,420		\$80,420	\$321,680
42													
43 44													
	Total Developer Revenues	\$80,420		\$80.420		\$80,420	\$80.420		\$80,420	\$80,420		\$80.420	\$321,680
	Total Revenues	\$152,298	\$75,886	\$154,093		\$154,093	\$154,093		\$154,093	\$154,093		\$154,093	\$690,465
		\$152,298	₹,0,880	ə i 54,093		ə 154,093	ə iə4,093		\$154,093	ຈາວ4,093		\$154,093	a090,405
47	Full Time Equivalent (FTE)												
49	Prepared by: Jamie Schecter, Contracts and Ev	aluation Director	Telephone No. (415)8	352-5314									1/22/2020
50	HSA-CO Review Signature:												
	HSA #1												
52	119A #1												
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3																					I	1	ļu	ocument Date	8: 11/4/2021
4	Contractor's Name: Homerise (Formerly Program: Rental Assistance Demonstration	y Community H	lousing Partne	ership)																					
6	Program. Remai Assistance Demonstra	uon - Chr Sei	IIUIS 000 EIIIS																						
7				Salaries	& Benefits	Detail																			
8																									
9																			1						
10			Human Serv	vices Agency	Human Servi	ces Agency H	Human Serv	rices Agency					Human Serv	ices Agency					Human Serv	rices Agency	Human Servie		Human Servio	ces Agency	TOTAL
11 12			7/1/19-	6/20/20	7/1/20-6	120/24	7/1/21-	6120122	Modific 7/1/21-6		Revis 7/1/21-6		7/1/22-6	120/22	Modific 7/1/22-6		Revis 7/1/22-6/		7/1/23-	6/20/24	Modific 7/1/23-6/		Revis 7/1/23-6/		7/1/19-6/30/24
12	POSITION TITLE	Annual Salary		SALARIES	FTE	SALARIES	FTE	SALARIES	FTE	SALARIES		SALARIES	FTE	SALARIES		SALARIES		SALARIES	FTE	SALARIES		SALARIES		SALARIES	1/1/19-0/30/24
14	Resident Serivce Team Lead	59,321	0.20	\$11,675	0.25	14,830.00	0.23	\$11,675	-0.18	(\$8,650)	0.05	\$3,025	0.23	\$11,675	-0.18	(\$8,650)	0.05	\$3,025	0.23	\$11,675	-0.18	(\$8,650)	0.05	\$3,025	\$35,580
15	Clinical Case Manager	57,348	0.05	3,149	0.05	3,447.60	0.05	3,149	(0.05)	(\$3,149)	0.00	\$0	0.05	3,149	(0.05)	(\$3,149)	0.00	\$0	0.05	3,149	(0.05)	(\$3,149)	0.00	\$0	\$6,597
16	Program Director	85,367	0.10	8,537			0.09	8,537	-0.03	(\$3,373)	0.06	\$5,164	0	8,537	-0.03	(\$3,373)	0.06	\$5,164	0.094	8,537	-0.03	(\$3,373)	0.06	\$5,164	\$24,029
17	Resident Services Counselor	40,541			0.500	20,270			0.45	\$18,608	0.45	\$18,608			0.45	\$18,608	0.45	\$18,608			0.45	\$18,608	0.45	\$18,608	\$76,094
18	Director of Resident Services								0.01	\$1,130	0.01	\$1,130			0.01	\$1,130	0.01	\$1,130			0.01	\$1,130	0.01	\$1,130	\$3,390
19	Chief Operating Officer								0.01	\$555	0.01	\$555			0.01	\$555	0.01	\$555			0.01	\$555	0.01	\$555	\$1,665
	Program Associate - Contracts								0.01	\$582	0.01	\$582			0.01	\$582	0.01	\$582			0.01	\$582	0.01	\$582	\$1,746
	Resident Services Training Manager	r							0.01	\$639	0.01	\$639			0.01	\$639	0.01	\$639			0.01	\$639	0.01	\$639	\$1,917
	Contracts and Evaluation Director								0.01	\$837	0.01	\$837			0.01	\$837	0.01	\$837			0.01	\$837	0.01	\$837	\$2,511
	Strategic Initiatives Manager								0.01	\$653	0.01	\$653			0.01	\$653	0.01	\$653			0.01	\$653	0.01	\$653	\$1,959
	Clinical Services Manager								0.01	\$384	0.01	\$384			0.01	\$384	0.01	\$384			0.01	\$384	0.01	\$384	\$1,152
25 26	TOTALS		0.352	\$23,361	0.800	\$38,548	0.376	\$23,361	0.263	\$8,216	0.639	\$31,577	0.376	\$23,361	0.263	\$8,216	0.639	\$31,577	0.376	\$23,361	0.263	\$8,216	0.639	\$31,577	\$156,640
27																									
28 29	EMPLOYEE FRINGE BENEFITS		24.6%	\$5,745	14.0%	\$5,397	24.6%	\$5,745	18.5%	\$1,518	23.0%	\$7,263	24.6%	\$5,745	18.5%	\$1,518	23.0%	\$7,263	24.6%	\$5,745	18.5%	\$1,518	23.0%	\$7,263	\$32,930
29 30																								-	
	TOTAL HSA SALARIES & BENEFITS			\$29,106	0.80	\$43,945	0.38	\$29,106	0.26	\$9,734	0.64	\$38,840	0.38	\$29,106	0.26	\$9,734	0.64	\$38,840	0.38	\$29,106	0.26	\$9,734	0.64	\$38,840	\$189,570
32																									
33	DEVELOPER MATCH POSITION TITL	E																							
34		-																							
35	Resident Services Counselor	37,502	0.46	17,397			0.46	17,397			0.46	\$17,397	0.46	17,397			0.46	\$17,397	0.46	17,397			0.46	\$17,397	\$69,588
36	Resident Services Team Lead	49,275	0.12	5,715			0.12	5,715			0.12	\$5,715	0.12	5,715			0.12	\$5,715	0.12	5,715			0.12	\$5,715	\$22,858
37	Resident Services Manager	68,372	0.30	\$20,616			0.30	\$20,616			0.30	\$20,616	0.30	\$20,616			0.30	\$20,616	0.30	\$20,616			0.30	\$20,616	\$82,465
38																									
39																									
40	TOTALS		0.881	\$43,728	0.000	\$0	0.881	\$43,728	0.000	\$0	0.88	\$43,728	0.881	\$43,728	0.000	\$0	0.88	\$43,728	0.881	\$43,728	0.000	\$0	0.88	\$43,728	\$174,910
41						I							I												
42	EMPLOYEE FRINGE BENEFITS		30.3%	\$13,256	0.0%	\$0	30.3%	\$13,256		\$0	0.30	\$13,256	30.3%	\$13,256		\$0	0.30	\$13,256	30.3%	\$13,256		\$0	0.30	\$13,256	\$53,025
43					1								1	AFA 45 -											A007
	TOTAL DEVELOPER SALARIES & BEN	NEFITS		\$56,984		\$0		\$56,984		\$0	0.00	\$56,984		\$56,984		\$0	0.00	\$56,984		\$56,984		\$0	0.00	\$56,984	\$227,935
45	TOTAL SALARIES & BENEFITS		1.233	\$86,090	0.800	\$43,945	1.257	\$86,090	0.263	\$9,734	1.52	\$95,824	1.257	\$86,090	0.263	\$9,734	1.52	\$95,824	1.257	\$86,090	0.263	\$9,734	1.52	\$95,824	\$417,505
46 47	HSA #2																								
48																									

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1 2											Appendix B-1, Pag Document Date: 11	e 3 I/4/2021	
3													
4 Contractor's Name: Homerise (Formerly Communi 5 Program: Rental Assistance Demonstration - CHP \$	ty Housing Partnersh Seniors 666 Ellis	ip)											
5 Program: Rental Assistance Demonstration - CHP \$		- B -4-1											
7 8	perating Expens	e Detall											
	Human												
9	Services Agency	Human Services Agency	Human Services Agency	Human Services Agency	Human Services Agency	Human Services Agency	Human Services Agency	Human Services Agency	Human Services Agency	Human Services Agency	Human Services Agency		TOTAL
10				Modificatior	Revised		Modification	Revised		Modification	Revised		
	M 7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/21-6/30/22	7/1/21-6/30/22	7/1/226/30/23	7/1/226/30/23	7/1/226/30/23	7/1/23-6/30/24	7/1/23-6/30/24	7/1/23-6/30/24		7/1/19-6/30/24
12 Rental of Property				\$637	\$637		\$637	\$637		\$637	\$637	\$	1,911
13 Telephone and Office Furniture													
14 Program/Office Supplies	\$4,967	\$1,800	\$5,767	(\$2,367)	\$3,400			\$3,400	\$5,767	(\$2,367)	\$3,400	\$	16,967
15 Utilities (Electricity, Water, Sewer, Gas, Phone)	\$1,613	\$253	\$1,613	(\$1,360)	\$253	\$1,613	(\$1,360)	\$253	\$1,613	(\$1,360)	\$253	\$	2,625
16 Printing and Reproduction													
17 Insurance	\$152		\$152	\$254	\$406	\$152	\$254	\$406	\$152	\$254	\$406	\$	1,370
18 Staff Travel (Local & Out of Town)													
19 Law Library													
20 Membership/Dues		\$1,919		\$1,926	\$1,926		\$1,926	\$1,926		\$1,926	\$1,926	\$	7,697
21 Rental of Equipment	\$1,766		\$1,766	(\$1,766)	\$0	\$1,766	(\$1,766)	\$0	\$1,766	(\$1,766)	\$0	\$	1,766
22 Senior Right Bulletin													
23 24 Staff Training	\$3,400	\$2,240	\$3,400	\$190	\$3,590	\$3,400	\$190	\$3,590	\$3,400	\$190	\$3,590	s	16,410
25 Sub-Contractor (NCPHS)	00,000	φ£,£10	\$0,100	\$100	\$0,000		¢ioo	\$0,000		¢100	\$0,000		10,410
26 OTHER													
27 Payroll Expenses	\$82		\$82	(\$82)	\$0	\$82	(\$82)	\$0	\$82	(\$82)	\$0	\$	82
28 Audit/Accounting						\$0							
29 Office Equipment Repair (IT Support)	\$1,497		\$2,258	(\$957)	\$1,301	\$2,258	(\$957)	\$1,301	\$2,258	(\$957)	\$1,301	\$	5,400
30 Organizational Activities (staff)	\$120		\$120	(\$120)	\$0	\$120	(\$120)	\$0	\$120	(\$120)	\$0	\$	120
31 Tenant Projects/Activities	\$19,800	\$15,831	\$19,800	\$4,335	\$24,135			\$17,613	\$19,800		\$17,613	\$	94,992
32 Pangea/AASC Database 33 Educational Programs													
34 Staff Recognition													
35		·											
36 TOTAL HSA OPERATING EXPENSE	\$33,397	\$22,043	\$34,958	\$690	\$35,648	\$34,958	(\$5,832)	\$29,126	\$34,958	(\$5,832)	\$29,126	\$	149,340
37													
38 Developer Match Operating Expense													
39 Staff Travel	\$75		\$75		\$75	\$75		\$75	\$75		\$75		
40 Payroll Expenses	\$441		\$441		\$441	\$441		\$441	\$441		\$441		
41 Audit/Accounting	\$241		\$241		\$241	\$241		\$241	\$241		\$241		
42 Office Equipment Repair (IT Support)	\$1,014		\$1,014		\$1,014	\$1,014		\$1,014	\$1,014		\$1,014		
43 Organizational Activities (staff)	\$221		\$221		\$221	\$221		\$221	\$221		\$221		
44 Insurance (allocated)	\$280		\$280		\$280	\$280		\$280	\$280		\$280		
45 Tenant Projects/Activities	\$10,677		\$10,677		\$10,677	\$10,677		\$10,677	\$10,677		\$10,677		
46 Telephone and Furniture													
47 Office Supplies, Postage													
48 Printing and Reproduction													
49 Program Supplies													
50 Law Library												_	
51 Membership/Dues													
52 Rental of Equipment													
53 Volunteer Expenses (Receptionist/intake)												_	
54 Translation Services/Languge Line												_	
55 Educational Programs/LCSW/Other Outside Servic	es												
56 Charting													
57 Staff Training													
58 Sub-Contractor (NCPHS)												_	
59													
60 TOTAL DEVELOPER OPERATING EXPENSE	\$12,947		\$12,947		\$12,947	\$12,947		\$12,947	\$12,947		\$12,947	\$	51,786
61 62 TOTAL OPERATING EXPENSE	\$46,344	\$22,043	\$47,905	\$690	\$48,595	\$47,905	(\$5,832)	\$42,073	\$47,905	(\$5,832)	\$42,073	s	201,126
63	910,044	ψ22,043		<i>4030</i>		_	(40,002)	φ 1 2,073		(\$0,032)	972,013	4	201,120
64 HSA #3 65													
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Appendix A-1 – Services to be Provided Tenderloin Neighborhood Development Corporation RAD Housing Support Services at 430 Turk Street July 1, 2019 – June 30, 2024

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
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. Source: California Code of Regulations Title 22, Sec. 7630
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	Tenderloin Neighborhood Development Corporation
Low-Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
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.
MOHCD	Mayor's Office of Housing and Community Development
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human Services Agency.
Older Adult	Person who is 60 years and 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.
RAD	Rental Assistance Demonstration
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).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 430 Turk Street, San Francisco, CA, 94102. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco and
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 430 Turk Street, San Francisco, CA, 94102, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

- 1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.
 - iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
- b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
- c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
- d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement:
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
- 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
- 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
- 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 5. Grantee will hire, train, and supervise 1.25 FTE (leveraged and/or grant funded) to provide services.
- 6. Grantee will ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
- 7. Grantee will ensure that units of service provided are tracked and distinguishable.
- 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
- 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

- 1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.
- Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.

3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

On an annual basis, Grantee will meet the following outcome objectives:

- 1. At least 50% of unduplicated tenants participating in the annual survey will feel "strongly" or "very strongly" about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: "How strongly do you feel about being connected and involved in the tenant/resident community at [site]?" The options should be "Very strongly", "Strongly", "Somewhat", "Not at all".
- 2. At least 50% of unduplicated tenants participating in the annual survey will "agree" or "highly agree" that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: "Do you have better access to resources that improve your health and wellness?" The options should be "Highly agree", "Agree", "Neutral", "Disagree", "Highly disagree".
- 3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

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 grantee's database.
- 2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
 - b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.

- i. Number and percentage of unduplicated tenants that were outreached to annually.
- ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "strongly" or "very strongly" when asked about being connected and involved in their tenant/resident community.
- iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "agree" or "highly agree" when asked about having better access to resources that improve their health and wellness.
- iv. Number and percentage of households that have maintained or have obtained stable housing.
- 3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
- 5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
- 6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
- Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10th (June-December data) and July 10th (January-June data).
- 8. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
- 9. Grantee will 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.
- 10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

<u>Steve.Kim@sfgov.org</u> Contract Manager, Office of Contract Management Human Services Agency or

<u>Hanna.Teferi@sfgov.org</u> Administrative Analyst, Office of Community Partnerships Department of Disability and Aging Services

X. Monitoring Activities

- A. <u>Program Monitoring</u>: 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, 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 Security Awareness Training; review of 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 VI and VII, 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.
- B. <u>Fiscal Compliance and Contract Monitoring</u>: 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.

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2													-
3	HUMAN SERVICES AGENC	Y CONTRACT BL	JDGET SUMMAR	Y									
4		BY PROGR											
5	Contractor's Name			Contract Term									
_	TNDC Subcontractor: NCPHS			July 1, 2019 - June 30), 2024								
7	(Check One) New Renewal	Modificationx											
8	If modification, Effective Date of Mod. 7/1/2021	No. of Mod. 1											
9	Program: Rental Assistance Demonstration	- 430 Turk Street											TOTAL
10	Budget Reference Page No.(s)	Actual	Actual	Original	Modification	Revised	Original	Modifcation	Revised	Original	Modifcation	Revised	Revised
	Program Term	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/21-6/30/22	7/1/21-6/30/22	7/1/22-6/30/23	7/1/22-6/30/23	7/1/22-6/30/23	7/1/23-6/30/24	7/1/23-6/30/24	7/1/23-6/30/24	7/1/19-6/30/24
12													
	Salaries & Benefits	\$55,286	\$62,238	\$53,618	\$11,450	\$65,068	\$53,618	\$11,450	\$65,068	\$53,618	\$11,450	\$65,068	\$312,727
	Operating Expense	\$10,648	\$7,763	\$10,395	\$5,569	\$15,964	10,395	(\$5,513)	4,882	10,395	(\$5,513)	4,882	\$44,139
	Capital Expenditure Subtotal	\$65,934	\$70,001	\$64,013	\$17,019	\$81,032	\$64,013	\$5,937	\$69,950	\$64,013	\$5,937	\$69,950	\$356,866
	Indirect Percentage (%)				φ17,019			φ σ,937			φ0,937		\$330,000
	TNDC Indirect Cost	4.50% \$2,967	4.50% \$3,150	4.50% \$2,881	\$766	<u>4.50%</u> \$3,646	4.50% \$2,881	\$267	<u>4.50%</u> \$3,148	4.50% \$2,881	\$267	4.50% \$3,148	\$16,058
	Total HSA Expenditures	\$2,907	\$3,150	\$66,894	\$100	\$84.678	\$66,894	\$6,203	\$73,097	\$66,894	\$207	\$73,097	\$372,924
20		400,30 i	φ/0,101	\$00,034	φ17,70 4	\$0 1 0,70	400,03 4	ψ0,203	\$10,091	\$00,034	ψ0,203	410,091	ψJ12,324
	Salaries & Benefits	\$59.080	\$59.080	\$59.080		\$59.080	\$59.080		\$59.080	\$59.080		\$59.080	\$295.400
	Operating Expense	\$18,432	\$18,432	18,432		18.432	18,432		18,432	18.432		18,432	\$92,160
	Capital Expenditure	ψ10,45Z	ψ10, 4 32	10,452		10,432	10,432		10,432	10,452		10,432	ψ32,100
	Subtotal	\$77,512	\$77,512	\$77,512		\$77,512	\$77,512		\$77,512	\$77,512		\$77.512	\$387,560
	Indirect Percentage (%)	4.50%	4.50%	4.50%		4.50%	4.50%		4.50%	4.50%		4.50%	+++++
	TNDC Indirect Cost	\$3,488	\$3,488	\$3,488		\$3,488	\$3,488		\$3,488	\$3,488		\$3,488	\$17,440
	Total Developer Expenditures	\$81,000	\$81,000	\$81,000		\$81,000	\$81,000		\$81,000	\$81,000		\$81,000	\$405,000
28		\$01,000	\$01,000	\$01,000		\$01,000	\$01,000		\$01,000	\$01,000		\$01,000	\$100,000
	Total HSA and Developer Expenditures	\$149,901	\$154,151	\$147,894	\$17,784	\$165,678	\$147,894	\$6,203	\$154,097	\$147,894	\$6,203	\$154,097	\$777,924
30													
31	Original budget	\$66,894	\$66,894	\$66,894		\$66,894	\$66,894		\$66,894	\$66,894		\$66,894	\$334,470
	FY19/20 CODB	\$2,007	\$2,007		\$2,007	\$2,007		\$2,007	\$2,007		\$2,007	\$2,007	\$10,035
33	FY20/21 CODB		\$2,067		\$2,067	\$2,067		\$2,067	\$2,067		\$2,067	\$2,067	\$8,268
	FY20/21 MCO		\$2,183										\$2,183
	FY21/22 OTO				\$7,500	\$7,500		<u></u>	<u>#0.400</u>		#0.400	00 100	\$7,500
	FY21/22 CODB FY21/22 MCO				\$2,129 \$4,081	<u>\$2,129</u> \$4,081		\$2,129	\$2,129		\$2,129	\$2,129	\$6,387 \$4,081
38	1 12 1122 MIOO				φ4,001	φ 4 ,061							,001 ب ې
	TOTAL HSA REVENUES	\$68,901	\$73,151	\$66,894	\$17,784	\$84,678	\$66,894	\$6,203	\$73,097	\$66,894	\$6,203	\$73,097	\$372,924
40	Developer Revenues	φ00,001	φι σ, ισ ι	φ00,034	φ17,70 4	φ0+,010	ψ00,00 4	ψ0,200	<i><i>φ</i>(0,00)</i>	φ00,034	ψ0,200	φr0,001	4012,024
	TNDC Match Funds	\$81,000	\$81,000	\$81,000		\$81,000	\$81,000		\$81,000	\$81,000		\$81,000	\$405,000
42		, ,	,,	,					,	,			
43													
44													
45	Total Developer Revenues	\$81,000	\$81,000	\$81,000		\$81,000	\$81,000		\$81,000	\$81,000		\$81,000	\$405,000
46	Total Revenues	\$149,901	\$154,151	\$147,894		\$165,678	\$147,894		\$154,097	\$147,894		\$154,097	\$777,924
47	Full Time Equivalent (FTE)												
49	Prepared by:	Paul Carney	Telephone No.	415 358-3945						Date			
50	HSA-CO Review Signature:												
51	HSA #1												12/1/2021

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2 3 4																							
4	Corporation	1 - 430 Turk																					
6	, portanoi																						
7		Salaries a	& Benefi	ts Detail																			
8												1			_		1				_		
9	Ac Human	tual Services		ctual 1 Services	Orig	jinal	Modifi	Modification		Revised		jinal	Modific	ation	Rev	ised		Original	Modifi	cation	Rev	ised	
10		ency		Agency H				Human Services Agency					Human Servio					Services Agency		ices Agency			TOTAL
11 12	7/1/19- FTE	6/30/20 SALARIES	7/1/20 FTE	3410-56/30/21 SALARIES	7/1/21- FTE	6/30/22 SALARIES	7/1/21- FTE	6/30/22 SALARIES	7/1/21- FTE	6/30/22 SALARIES	7/1/22- FTE	6/30/23 SALARIES	7/1/22-6/	30/23	7/1/22- FTE	6/30/23 SALARIES	7/ FTE	1/23-6/30/24 SALARIES	7/1/23-	6/30/24	7/1/23-	6/30/24	7/1/19-6/30/24
13	48%	\$28,659	48%	\$33,493	48%	\$27,837	7%	\$7,695	55%	\$35,532	48%	\$27,837	7%	\$7,695	55%	\$35,532	48%	\$27,837	7%	\$7,695	55%	\$35,532	\$168,748
14	5%	\$2,880	5%	\$1,907	5%	\$2,783	-2%	(\$819)	3%	\$1,964	5%	\$2,783	-2%	(\$819)	3%	\$1,964	5%	\$2,783	-2%	(\$819)	3%	\$1,964	\$10,678
15	12%	\$9,414	12%	\$10,702	12%	\$9,097	1%	\$1,605	13%	\$10,702	12%	\$9,097	1%	\$1,605	13%	\$10,702	12%	\$9,097	1%	\$1,605	13%	\$10,702	\$52,223
16																							
17																							
18																							
19																							
20																							
21																							
22																							
23 24	64%	\$40,953	64%	\$46,102	0.642	\$39,717	7%	\$8,481		\$48,198	0.642	\$39,717	7%	\$8,481	71%	\$48,198	0.642	\$39,717	7%	\$8,481	71%	\$48,198	\$231,650
25																							
26	35%	\$14,334	35%	\$16,136	35.0%	\$13,901		\$2,968		\$16,869	35.0%	\$13,901		\$2,968		\$16,869	35.0%	\$13,901		\$2,968		\$16,869	\$81,077
27 28																							
29		\$55,286		\$62,238		\$53,618		\$11,450		\$65,068		\$53,618		\$11,450		\$65,068		\$53,618		\$11,450		\$65,068	\$312,727
30																							
31																							
32	51%	\$30,673	51%	\$29,445	52%	\$30,673			45%	\$29,302	52%	\$30,673			45%	\$29,302	52%	\$30,673			45%	\$29,302	\$148,023
33	5%	\$3,066	5%	\$4,439	5%	\$3,066			7%	\$4,582	5%	\$3,066			7%	\$4,582	5%	\$3,066			7%	\$4,582	\$21,251
34	13%	\$10,024	13%	\$9,879	13%	\$10,024			12%	\$9,879	13%	\$10,024			12%	\$9,879	13%	\$10,024			12%	\$9,879	\$49,541
35																							
36																							
37																							
38	69%	\$43,763	69%	\$43,763	0.708	\$43,763				\$43,763	0.708	\$43,763				\$43,763	0.708	\$43,763			64%	\$43,763	\$218,814
39 40	050/	ALE 0.1-	35%	645.045	35%	¢45.04-				\$15.317	0501	645 O.F				\$15.317	35%	ALE 0				\$15.317	ATO
40 41	35%	\$15,317	35%	\$15,317	35%	\$15,317		I		\$15,317	35%	\$15,317				\$15,317	35%	\$15,317				\$15,317	\$76,585
41		\$59,080		\$59,080		\$59,080				\$59,080		\$59,080				\$59,080		\$59,080				\$59,080	\$295,399
42	133%	\$59,080	133%	\$59,080	1.350	\$59,080				\$59,080	1.350	\$59,080				\$59,080	1.350	\$59,080				\$124,147	\$295,399 \$608,126
43	133%	ə114,30b	133%	\$121,318	1.350	\$112,098		1		<u>\$124,14/</u>	1.350	\$112,098				\$124,147	1.300	\$112,698	l			<u>\$124,147</u>	\$008,12b
44					<u> </u>	<u> </u>	<u> </u>						<u> </u>						<u> </u>	<u> </u>	<u> </u>		12/1/2021

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1		G		К	L M	N O P		r s	T U		Υ Y	Z AA Appendix B-1, Page 3
2 3												
4 Contractor's Name:												
5 Contractor's Name: Tenderloin Neighborhood I	Development Corporation	n - 430 Turk										
	perating Expense D											
8	Actual Human Services	Actual Human Services	Original Human Services	Modification Human Services	Revised Human Services	Original Human Services	Modification Human Services	Revised Human Services	Original Human Services	Modification Human Services	Revised Human Services	Revised Human Services Agency
9	Agency	Agency	Agency	Agency	Agency	Agency	Agency	Agency	Agency	Agency	Agency	TOTAL
	RM 7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/21-6/30/22	7/1/21-6/30/22	7/1/226/30/23	7/1/226/30/23	7/1/226/30/23	7/1/23-6/30/24	7/1/23-6/30/24	7/1/23-6/30/24	7/1/19-6/30/24
11 Rental of Property	\$440	\$370	\$1,000	(\$1,000)		\$1,000	(\$1,000)		\$1,000	(\$1,000)		\$810
12 Telephone and Office Furniture												
13 Program/Office Supplies	\$5,398	\$5,151	\$3,830	\$4,031	\$7,861	\$3,830	(\$1,948)	\$1,882	\$3,830	(\$1,948)	\$1,882	\$22,174
14 Utilities (Electricity, Water, Sewer, Gas, Phone)	\$1,800	\$1,447	\$2,500	\$1,103	\$3,603	\$2,500	(\$500)	\$2,000	\$2,500	(\$500)	\$2,000	\$10,850
15 Printing and Reproduction			\$60	(\$60)		\$60	(\$60)		\$60	(\$60)		
16 Insurance												
17 Staff Travel (Local & Out of Town)	\$800		\$500	(\$500)		\$500	(\$500)		\$500	(\$500)		\$800
18 Law Library	<u> </u>					·			. <u></u>			
19 Membership/Dues									·			
20 Rental of Equipment	<u> </u>					·			. <u></u>			
21 Senior Right Bulletin 22									·			
23 Staff Training												
24 Sub-Contractor (NCPHS)	425		·									\$425
25 OTHER 26 Language Line/Translation Services			¢4 500	(\$1,500)		¢4 500	(\$1,500)		¢4 500	(\$1,500)		
26 Language Line/Translation Services 27 Pangea/AASC Database	\$795	\$795	\$1,500 \$205	(\$1,500) \$795	\$1,000	\$1,500 \$205	<u>(\$1,500)</u> \$795	\$1,000	\$1,500 \$205	(\$1,500) \$795	\$1,000	\$4,590
28 Staff Training	\$990		\$800	(\$800)		\$800	(\$800)		\$800	(\$800)		\$990
29 Staff Recognition 30 Outside Services - Akioo, etc				\$3,500	\$3,500							\$3,500
31 Structure Services - Akido, etc			·	\$3,300	\$3,300							\$3,500
32 TOTAL HSA OPERATING EXPENSE	\$10,648	\$7,763	\$10,395	\$5,569	\$15,964	\$10,395	(\$5,513)	\$4,882	\$10,395	(\$5,513)	\$4,882	\$44,139
33												
34 Developer Match Operating Expense												
35 Staff Travel												
36 Telephone and Furniture												
37 Office Supplies, Postage												
38 Printing and Reproduction												
39 Program Supplies												
40 Law Library												
41 Membership/Dues									. <u> </u>			
42 Rental of Equipment									. <u> </u>			
43 Volunteer Expenses (Receptionist/intake)												
44 Translation Services/Languge Line												
45 Educational Programs/LCSW/Other Outside Servic	es								. <u> </u>			
46 Charting	. <u></u>								·			
47 Fringe Benefits Cost above 35% cap	\$1,970	\$1,970	\$1,970		\$1,970	\$1,970		\$1,970	\$1,970		\$1,970	\$9,850
Sub-Contractor (NCPHS Indirect Expense) - include												
NCPHS corporate costs for: Payroll Processing, Bil Accounts Payable, Financial Reporting, Audit, Hum		\$16,462	\$16,462		\$16,462	\$16,462		\$16,462	\$16,462		\$16,462	\$82,310
48 Resources, IT												
49												
50 TOTAL DEVELOPER OPERATING EXPENSE 51	\$18,432	\$18,432	\$18,432		\$18,432	\$18,432		\$18,432	\$18,432		\$18,432	\$92,160
52 TOTAL OPERATING EXPENSE	\$29,080	\$26,195	\$28,827		\$34,396	\$28,827		\$23,314	\$28,827		\$23,314	\$136,299
53 54 HSA #3												12/1/2021

Appendix A-1 – Services to be Provided Tenderloin Neighborhood Development Corporation RAD Housing Support Services at 939-951 Eddy Street July 1, 2019 – June 30, 2024

I. Purpose

The Rental Assistance Demonstration (RAD) program is an initiative from the U.S. Department of Housing and Urban Development (HUD) with the goal to preserve and improve public housing properties. The purpose of this grant is to provide support services to older adults and adults with disabilities residing in San Francisco RAD converted housing development units, to enhance residents' abilities to age in place, avoid premature institutionalization, and build community in their environments.

II. Definitions

Adult with a Disability	A person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco, a municipal corporation
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. Source: California Code of Regulations Title 22, Sec. 7630
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	Tenderloin Neighborhood Development Corporation
Low-Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
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.
MOHCD	Mayor's Office of Housing and Community Development
OCP	Office of Community Partnerships
ОСМ	Office of Contract Management, San Francisco Human Services Agency.
Older Adult	Person who is 60 years and 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.
RAD	Rental Assistance Demonstration
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).

III. Target Population

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units at 939-951 Eddy Street, San Francisco, CA, 94102. Grantee shall additionally target services to individuals who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited –English speaking
- Minority as defined by race and/or ethnicity, religion
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

- A person who is a resident of San Francisco *and*
- A person who is an older adult or an adult with a disability

V. Location and Time of Services

Services will be provided at 939-951 Eddy Street, San Francisco, CA, 94102, Monday through Friday, during regular office hours of 9:00am to 5:00pm, excluding holidays. On occasion, workshops or events will be provided after hours or on weekends.

VI. Description of Services and Program Requirements

- 1. Grantee will provide the four categories of services to older adults and adults with disabilities under this grant:
 - i. Outreach:
 - a. Establish and maintain positive relationships with tenants.
 - b. Establish regular channels of communication with all tenants via newsletters, tenant meetings, monthly activity calendars, etc.
 - c. Contact all new tenants to invite them to join community activities.
 - d. Contact, interact, inform, and invite all tenants to make use of support services to assist with and address individual needs or issues. These efforts will include a variety of outreach techniques such as written messages in appropriate languages, flyers, brochures, telephone calls, open house events, and emails, as available.
 - ii. Service Connection:
 - a. Establish and maintain relationships with neighborhood groups, city agencies, and community-based service providers with the goal of establishing robust referral partnerships and onsite programming.
 - b. Provide service needs assessment, information and referral, crisis intervention and counseling with individuals and groups of tenants, as needed.
 - c. Follow up on service referrals; identify and attempt to resolve barriers that prevent tenants from accessing services to which they have been referred.
 - d. Provide short-term case management services to tenants as needed, while working to connect those with longer-term needs to ongoing case management services.
 - e. Serve as a liaison or advocate for tenants with other service providers.
 - f. Assist tenants to identify and access community services needed to meet tenant's specific needs or to make progress toward identified goals.

- iii. Housing Stability:
 - a. Work cooperatively and as part of a team with property management staff to meet the needs of tenants.
 - b. Conduct direct outreach to all tenants who become delinquent in rent payments and offer assistance in preparing rent payment plans and/or provide referrals to outside money management services.
 - c. Conduct direct outreach to all tenants who are experiencing safety concerns, lease or house rule violations, or who have been involved in critical incidents.
 - d. Provide information on various topics that will help tenants maintain their housing; provide assistance in communicating with, responding to, and meeting with property management to help tenants resolve issues related to housing; provide assistance in the remedy of incidences and/or lease violations that could lead to eviction by establishing written plans; and/or provide assistance with conflict resolution for tenants who need to solve problems or resolve conflicts with other tenants.
- iv. Community Engagement:
 - a. Plan and implement community building activities and educational programs that contribute to enhanced community living and personal well-being.
 - b. Provide tenants with opportunities to participate in organized gatherings for peer support, social connections, celebrations/commemorations, and other community events held onsite.
 - c. Provide trainings and educational workshops on a variety of topics relating to health, wellness, finance, housing, and other topics.
- 2. Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.
- 3. Grantee will maintain accurate, up-to-date, confidential case files on all tenants, including documentation of all service contacts, demographic information, assessments, care plans, progress notes, and services provided.
- 4. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15th each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 5. Grantee will hire, train, and supervise 1 FTE (leveraged and/or grant funded) to provide services.
- 6. Grantee will ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards. Grantee will ensure services are available in the languages of the tenant population being served.
- 7. Grantee will ensure that units of service provided are tracked and distinguishable.
- 8. Grantee will attend in-service trainings and meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers as needed. Grantee will attend RAD-related, MOHCD, and other meetings, as needed.
- 9. Grantee will work collaboratively with other community-based organizations to enhance the services received by the tenants.

VII. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

1. Grantee will have individual and group service encounters with at least 65% of unduplicated tenants per month.

- 2. Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
- 3. All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.

VIII. Outcome Objectives

On an annual basis, Grantee will meet the following outcome objectives:

- 1. At least 50% of unduplicated tenants participating in the annual survey will feel "strongly" or "very strongly" about being connected and involved in their tenant/resident community. Grantee will use the following standardized question: "How strongly do you feel about being connected and involved in the tenant/resident community at [site]?" The options should be "Very strongly", "Strongly", "Somewhat", "Not at all".
- 2. At least 50% of unduplicated tenants participating in the annual survey will "agree" or "highly agree" that they have better access to resources that improve their health and wellness. Grantee will use the following standardized question: "Do you have better access to resources that improve your health and wellness?" The options should be "Highly agree", "Agree", "Neutral", "Disagree", "Highly disagree".
- 3. Tenants have stable housing. At least 95% of households will have maintained or have obtained stable housing.

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 grantee's database.
- 2. 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.
 - a. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
 - i. Number and percentage of unduplicated tenants with individual and group service encounters.
 - ii. Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - iii. Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.

- b. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
 - i. Number and percentage of unduplicated tenants that were outreached to annually.
 - ii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "strongly" or "very strongly" when asked about being connected and involved in their tenant/resident community.
 - iii. Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with "agree" or "highly agree" when asked about having better access to resources that improve their health and wellness.
 - iv. Number and percentage of households that have maintained or have obtained stable housing.
- 3. Grantee will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year or on a mutually agreed upon date between DAS OCP and the grantee.
- 4. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.
- 5. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. The grantee must submit the report in the CARBON system.
- 6. Grantee will develop and deliver ad hoc reports as requested by SF-HAS, DAS, and OCP.
- Grantee will develop and deliver a bi-annual summary report of SOGI data collected as required by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are January 10th (June-December data) and July 10th (January-June data).
- 8. Grantee will maintain an updated site chart, using the DAS OCP approved form, with details about the program.
- 9. Grantee will 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.
- 10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.

For assistance with reporting requirements or submission of reports, contact:

<u>Steve. Kim@sfgov.org</u> Contract Manager, Office of Contract Management Human Services Agency

or

Hanna.Teferi@sfgov.org

Administrative Analyst, Office of Community Partnerships Department of Disability and Aging Services

X. Monitoring Activities

- A. <u>Program Monitoring</u>: 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, 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 Security Awareness Training; review of 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 VI and VII, 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.
- B. <u>Fiscal Compliance and Contract Monitoring</u>: 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.

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5	Contractor's Name			Contract Term									
6	TNDC Subcontractor: NCPHS 939-951 Edd	y Street		July 1, 2019 - June 30	, 2024								
7	(Check One) New Renewal	Modificationx											
8	If modification, Effective Date of Mod. 7/1/2021	No. of Mod. 1											
9	Program: Rental Assistance Demonstration - 93	39-951 Eddy Street											TOTAL
10	Budget Reference Page No.(s)	Actual	Actual	Original	Modification	Revised	Original	Modifcation	Revised	Original	Modifcation	Revised	
	Program Term	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	7/1/21-6/30/22	7/1/21-6/30/22	7/1/22-6/30/23	7/1/22-6/30/23	7/1/22-6/30/23	7/1/23-6/30/24	7/1/23-6/30/24	7/1/23-6/30/24	7/1/19-6/30/24
12													
	Salaries & Benefits	\$26,312	\$32,697	\$25,465	\$9,428	\$34,893	\$25,465	\$5,529	\$30,994	\$25,465	\$5,529	\$30,994	\$155,889
	Operating Expense	\$6,293	\$4,245	\$6,190	\$6,676	\$12,866	\$6,190	(\$2,590)	\$3,600	\$6,190	(\$2,590)	\$3,600	\$30,604
	Capital Expenditure	600 005	600 0 10	604 055	040.404	0.47 750	A04 055	AC 000	604 504	04.055	<u>00 000</u>	004 504	\$100,000
	Subtotal	\$32,605	\$36,942	\$31,655	\$16,104	\$47,759	\$31,655	\$2,939	\$34,594	\$31,655	\$2,939	\$34,594	\$186,493
	Indirect Percentage (%)	6.00%	6.01%	6.00%		6.00%	6.00%		6.00%	6.00%		6.00%	
	TNDC Indirect Cost	\$1,956	\$2,219	\$1,899	\$1,166	\$3,066	\$1,899	\$176	\$2,076	\$1,899	\$176	\$2,076	\$11,392
	Total HSA Expenditures	\$34,561	\$39,161	\$33,554	\$17,271	\$50,825	\$33,554	\$3,115	\$36,669	\$33,554	\$3,115	\$36,669	\$197,885
20	Developer Match Expenditures												
	Salaries & Benefits	\$62,319	\$62,319	\$62,319		\$62,319	\$62,319		\$62,319	\$62,319		\$62,319	\$311,596
	Operating Expense	\$14,096	\$14,096	\$14,096		\$14,096	\$14,096		\$14,096	\$14,096		\$14,096	\$70,480
	Capital Expenditure	070.445	ATO 115	070.445		ATO 115	ATO 115		070.445	070.445		ATO 115	****
	Subtotal	\$76,415	\$76,415	\$76,415		\$76,415	\$76,415		\$76,415	\$76,415		\$76,415	\$382,076
	Indirect Percentage (%)	6.00%	6.01%	6.00%		6.00%	6.00%		6.00%	6.00%		6.00%	
	TNDC Indirect Cost	\$4,585	\$4,590	\$4,585		\$4,585	\$4,585		\$4,585	\$4,585		\$4,585	\$22,930
	Total Developer Expenditures	\$81,000	\$81,005	\$81,000		\$81,000	\$81,000		\$81,000	\$81,000		\$81,000	\$405,005
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	Total HSA and Developer Expenditures	\$115,560	\$120,166	\$114,554	\$17,271	\$131,825	\$114,554	\$3,115	\$117,669	\$114,554	\$3,115	\$117,670	\$602,890
30	HSA Revenues	A 00.554	A 00 554	000.554		000 554	A00.554		000 554	000 554		***	A 4 97 779
	Original budget	\$ 33,554	\$ 33,554	\$33,554	A	\$33,554	\$33,554		\$33,554	\$33,554	A	\$33,554	\$167,770
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	FY21/22 MCO				\$ 6,656	\$6,656							\$6,656
38													
39	TOTAL HSA REVENUES	\$34,561	\$39,161	\$33,554	\$17,271	\$50,825	\$33,554	\$3,115	\$36,669	\$33,554	\$3,115	\$36,669	\$197,885
40	Developer Revenues												
	TNDC Match Funds	\$81,000	\$81,005	\$81,000		\$81,000	\$81,000		\$81,000	\$81,000		\$81,000	\$405,005
42			-										
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45	Total Developer Revenues	\$81,000	\$81,005	\$81,000		\$81,000	\$81,000		\$81,000	\$81,000		\$81,000	\$405,005
46	Total Revenues	\$115,561	\$120,166	\$114,554		\$131,825	\$114,554		\$117,669	\$114,554		\$117,669	\$602,890
47	Full Time Equivalent (FTE)												
49	Prepared by:	Paul Carney	Telephone No.	415 358-3945						Date			
50	HSA-CO Review Signature:												
51	HSA #1												12/1/2021

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